



healthwaves+

APRIL / MAY 2011

GOLD COAST HEALTH SERVICE DISTRICT NEWS

Baby steps to grow our health services

Baby Riley is the face of change coming to health services on the Gold Coast. He has been cared for in one of two neonatal cots installed in a sample room built in the special care nursery.

The cots will treat up to 55 babies annually including those born up to 11 weeks early.

The sample room provides a valuable training opportunity for clinicians and support staff in the lead up to the opening of Gold Coast University Hospital (GCUH).

The neonatal unit at the GCUH will have capacity for 16 neonatal cots and 28 special care nursery cots when it is completed in 2012.

Staff are trialling equipment and design features briefed into the Gold Coast University Hospital. Features include more work space and the opportunity to create an environment best suited to each baby and family.

The Gold Coast University Hospital neonatal intensive care unit is the first design in Australasia which exclusively features single family rooms for tiny babies.

Above: Three week old Riley McKenna receives a reassuring pat from his dad, David, during his time in the new neonatal unit. Photo courtesy of the Gold Coast Bulletin

INSIDE

- 2** Harmony Day celebrations
- 3** Go Live for EMR
- 4** Construction Milestones
- 5** Hospital station emerges
- 6** Foundation CEO Appointed
- 7** Nurses Education goes to the next level
- 8** Heroes on the Run

STAFF FLU VACCINATIONS

The 2011 Staff Flu Clinics are running from 14th March - 31st May

Gold Coast Hospital Medical Outpatients:

Monday 06:30 - 09:00
Friday 13:00 - 15:30
For bookings call 5519 7610

Robina Hospital: Medical Outpatients

Friday 11:00 - 14:00
Every second Tuesday 06:30 - 08:00
For bookings call 5668 6491

Book now!

Queensland Health ID badge,
pen and medicare card required





Dr. Adrian Nowitzke

Message from Adrian

Conversations with the CEO took place at three facilities in April. These informal gatherings are a chance for everyone to raise issues of interest so I will summarise the key topics raised at the forums.

A carparking staff advisory group has been set up at Robina to develop processes around pricing, preferential parking, time limits and other issues linked to the new multi level carpark due to open in coming months.

The electronic medical record (see story next page) is on track to be rolled out at Robina Hospital in August. Two wards/ areas are being used to trial the system initially before it rolls out hospital wide. It will then extend to Gold Coast Hospital in coming months. I urge you to fill out the technology surveys developed to ensure

issues are identified and appropriate training is put in place before the rollout. An upgrade of the wireless coverage at Robina is underway to eliminate existing black spots. The density and type of device technology purchased to provide access to the eMR is still being finalised.

The opening of new buildings at Robina has been a District milestone. Operations are now being performed in the spectacular new theatres. In coming months we will see the new medical ward and the medical assessment unit up and running. These are all important steps to acknowledge as we continue to grow and develop services in the District. The next few months will see the structure of the main Clinical Services Building at GCUH completed and celebrated. Not a bad effort for a District which continues to provide outstanding healthcare every day to hundreds of Gold Coast residents and visitors.

Sitting alongside the infrastructure build is the planning underway to develop our services. Service line planning is a process being developed between the GCUH project team transition managers and divisional executives. This process will determine in detail what services will be provided by the District at GCUH. It is involved and complex work but the investment will be rewarded in the future with a clear direction for GCUH and the District on completion in 2012. It will sit alongside the District Priorities which were outlined in the most recent

Executive Summary and can be found on our QHEPS District website.

I would like to acknowledge that the Pulse café at Gold Coast Hospital is now offering a 24 hour service to staff, patients and their visitors. The extension of the service has been a long term goal so I am very happy to advise that it is underway and I urge shift workers and night staff to make the most of the increased choices and service.

The previous Corporate Services division is now known as Infrastructure and Support. The change comes from a comprehensive review and restructure which is available to all staff through our QHEPs home page.

Finally its that time of year again, when New Years resolutions can be dusted off and revisited at the Gold Coast Marathon. I am pleased to announce that Qld Health is now sponsoring the 5km walk/run and Team Health is open for membership. Our District continues to manage the sponsorship and the statewide QH team. Please visit the QHEPS home page for more details and become a member of the biggest corporate team for the third year running... or walking.

Everybody belongs at Gold Coast Health

The national celebration of Harmony Day was embraced by staff across the District to highlight community and ethnic groups living on the Gold Coast.

Seven per cent of our staff and up to 25 per cent of the Gold Coast population are born overseas.

Staff were treated to a traditional Aussie BBQ and indigenous dancing at Southport while other facilities enjoyed samples of traditional ethnic fare, national dress and educational displays to highlight ethnic and cultural diversity in the District.

Croatian-born Harmony Day committee coordinator and Mental Health Multicultural Officer Bernarda Krmpotic said this year's theme was inclusiveness, respect and sharing what makes each Australian unique.

A special thank you to the Yugambeh tribe, Cook Island Dance Troupe, Sukura Japanese dance group and Serpentine Dancers of Lilobao for their performances at Southport.



Anna Marsden and Mary Scannell use stickers to show their birthplace on the world map.



Misako Sakai of the Sakura Japanese dance group performing at Harmony Day celebrations.

JOIN TEAM HEALTH

Gold Coast Airport Marathon
2-3 July 2011

REGISTER NOW!

To find out more visit
<http://qheps.health.qld.gov.au/gcmarathon/register.htm>

Conversations with the CEO

Friday 3 June - 3 venues

Join Dr Adrian Nowitzke for a firsthand Update on the District

ROBINA HOSPITAL

9:00am-10:00am
Demountable training room, ground floor

BUNDALL COMMUNITY HEALTH

10:30pm-11:30pm
Meeting room 1, level 6 Zurich House

GOLD COAST HOSPITAL

12:30pm-1:30pm
Education Centre room 2

Remember to submit your questions via the suggestion boxes.

Light refreshments will be provided.



Go Live for eMR 3rd Quarter of 2011

The electronic medical record is coming.

That's the message from the eMR team as excitement and anticipation grows among staff. It is on track to roll out at Robina Hospital on Wed 17 August.

Two Robina units are being selected to trial the eMR as a precursor to the wider rollout.

A backup paper system will continue to operate at this stage while the system is tested and any outstanding issues are identified and addressed.

The electronic medical record project is a process consisting of scanned forms and electronically entered clinical notes. It means that there will no longer be a paper medical record for patients.

The team has designed the look and feel of the system in close consultation with clinical leaders, taking into consideration issues and lessons from previous eMR implementations in other states. Clinicians, clinical support and administrative support staff in the hospitals have been engaged by the eMR team.

It is essential for staff in departments impacted by the eMR to complete the technology surveys recently sent out. For more information visit the website:

<http://qhps.health.qld.gov.au/goldcoast/transformation/emr.htm>

If you have not received a technology skills survey or would like to learn more about the eMR please do not hesitate to contact the project office on 5668 6676 or GCHeMR@health.qld.gov.au

It's official, Robina Hospital is open!

Despite some dodgy weather, the Robina Hospital official opening and community day was a great success.

Long time Member for Burleigh Christine Smith joined Director-General Mick Reid to unveil the official plaque in the new auditorium hosted by our CEO, Dr Adrian Nowitzke.

While the focus was firmly on the new buildings – Building A extension, Building H and Building J – Mrs Smith took the opportunity to note that the warm and friendly atmosphere of the original hospital had been retained. This is a great testament to Robina Hospital staff, who have effortlessly put up with building works for the past 6 years.



Above Right: QH DG Mick Reid shares the plaque unveiling with Christine Smith MP.



Project Coordinator Tracey Hunt leading a site tour.



Gold Coast ABC Radio's live broadcast.

Disaster volunteers recognised

Our staff were quick to raise their hands and volunteer their time and skill to support disaster hit communities affected by the Brisbane floods, Cyclone Yasi and Christchurch earthquake.

After returning to the Gold Coast, the recovery and assistance team members took part in a debriefing session. It was not only to recognise their efforts but also to learn from their experience and use it to improve the District's own disaster management strategies.

Five of the 39 staff who travelled were part of a 23 man AUSMAT rapid response team. They arrived in Christchurch only days after the 6.3 earthquake hit New Zealand.

Intensive Care Nurse Lisa Porter said being in the Australian Medical team in NZ was a humbling experience.

"We helped set up a field clinic as most of the local GP clinics had been destroyed," said Ms Porter.

"During my seven days working in the field clinic we saw about 650 patients. Many of them just needed someone to talk to, to help them through the traumatic experience.

"The community welcomed us with open arms, housed us in a Rugby Club and cooked meals for us every night to show their appreciation," she said.



Dr Michael Aitken, Erin Harmer and Dr Tim Harraway at the field hospital they set up in Christchurch



ICU nurses Ellen Stokes and Lisa Porter with Dr Michael Aitken

Major GCUH building nearly complete

The largest structure on the GCUH site, the Clinical Services Building, will finish construction next month. The façade is being added and the finished product is beginning to emerge.

Focus in the hospital is shifting from construction to services soon to be on offer to the Gold Coast community.

To this end, a GCUH pocket map complete with services and facilities is being created to help staff and visitors find their locations on the site.

Early preparations for the transition from the existing Gold Coast Hospital to GCUH are in evidence in the newly completed neonatal room (see cover story).

Neonatal Intensive Care is just one of five new services being introduced on the Gold Coast thanks to the expanded, state of the art facility.

Cancer radiotherapy, neuroscience, trauma response and cardiac surgery are all services that will no longer require Gold Coast residents to travel to Brisbane for treatment.



Construction Milestones

April 2011	Mental Health building structure complete
April 2011	Pathology and Education Building Level 2 façade complete
May 2011	Clinical Services Building and Inpatient unit structure due for completion
December 2011	Twelve month countdown to construction completion

Left: March aerial photos of the GCUH site.

Robina Hospital

EXPANSION

Kym leads by example

Robina Hospital's acute medical unit administration officer Kym Zenoni was overwhelmed with generosity following her call out for adult and baby toiletry items for those in need after the horrific floods in Queensland.

Kym said staff on the ward were only too happy to do their bit to help, reflecting the camaraderie within Gold Coast Health.

Kym donated the goods to Salvation Army in Mermaid Beach, who then boxed them up to ship to the most affected areas.

Congratulations to Kym for leading by example.



Kym coordinated a flood of donations for Queensland's disaster zones.



Project Officer Toni Carnegie engages with local residents on event day.

Hospital tours a highlight

Over 600 event goers enjoyed more than a snag at Robina Hospital's community day held on Saturday 5 March.

Guided tours of brand new buildings were the highlight of the four hour event, with most who toured the facility impressed by its brightly coloured façade, uplifting artworks and the rare opportunity to see inside a real-life operating theatre.

Based on the survey feedback most attendees were local residents, who appreciated an event that focused on the expansion of their local hospital and its services, as well as learning about job opportunities at the facility.

A live radio broadcast by ABC Coast FM ensured the local community knew about the day, and those who come along enjoyed all the entertainment on offer.

Commissioning Robina Hospital

Phase 6 & 7 – Refurbishment

July 2011 - December 2011

- Major refurbishment of existing buildings completed (A ground, B, C).
- Hospital kitchen (D) refurbishment and expansion completed including new plating line, cold storage and ovens.
- Medical Imaging refurbishment (Stages 2, 3, 4) including installation of MRI.
- Original theatre recovery area refurbishment completed.

OPENING OF:

- 14 new orthopaedic beds.
- 14 new surgical beds.
- 28 new beds in Medical Assessment Unit.
- Six new children's short stay beds.

Phase 8 & 9 – Refurbishment

January 2012 - May 2012

- Refurbishment of original operating theatres complete (A Level 1).
- Original theatre pre-op area completed.

OPENING OF:

- 28 new medical beds.
- 10 new 23 hour surgical beds.
- Two additional coronary care beds.
- Four additional intensive care beds.

Staff take up site tours

GCUH site tours are in full swing with over 80 staff taking the opportunity to stroll around their future workplace.

By visiting the massive site, staff get a sense of the scale of the major buildings being erected. They are also treated to a viewing of the new GCRT station, the future location of Griffith University's Centre for Medicine and Oral Health and the new private hospital site.

Invitations are being sent to staff and departments through to team leaders, managers and supervisors.

For more information or to book a tour, please contact goldcoasthealth@health.qld.gov.au

Staff will also be offered the opportunity to tour their specific departments from July onwards. Invitations will be extended to departments from the Transition Managers as construction phases allow.

Staff site tours are scheduled for: 16 May, 14 June, 11 July, 15 August, 16 August, 5 September, 3 October, 1 November.



Latest photos of the GCRT Tunnel

Hospital station emerges

The Gold Coast Rapid Transit (GCRT) University Hospital Station shell should be finished by the middle of the year. The project is being carefully managed to minimise disruption in the busy area and to reduce potential disruption in the future. One method of realising this goal has seen it being built in two stages. This allows it to align with GCUH construction work onsite and to minimise further disruption after the hospital opens.

The roof and walls are under construction to create the future station structure. The concrete roof slab is being poured in stages so that traffic flow along Parklands Drive can be maintained.

Leighton Contractors are now excavating the future station hall under the road, with approximately 40,000 tonnes of soil removed so far.

The station is due for completion in 2014.

To subscribe to the 'Light Rail Mail' e-newsletter which provides regular progress updates, visit <http://goldcoastrapidtransit.qld.gov.au/community/subscribe/>

Transition managers to plan GCUH move

A new team has been created to help smooth the transition of services from the Gold Coast Hospital to the Gold Coast University Hospital.

Transition managers who commenced in January include Tracey Brook, Richard Christensen, Allan Davies, Colin Hackwood and Merran Lethbridge, who are supported by project members Tracey Hunt and Casey Guy.

With the extensive building program underway and new services being developed, preparation for successful planning is a challenging task for the team.

The team brings a diverse range of skills and experience in clinical, policy development, management, capital and strategic planning from hospitals and districts in Queensland, New South Wales and the United Kingdom.

Their work will include looking into the issues affecting the delivery of services from the expanding District sites including Robina Hospital, Robina Health Precinct and Gold Coast University Hospital.

The Transition Managers look forward to introducing themselves to departments in coming months.



Transition Team members.

Sharks support new neighbour

The Southport Sharks Australian Rules Football Club presented the first of four cheques to the Gold Coast University Hospital's future children's emergency department.

The \$5684 fundraising donation will be put towards the purchase of 'interactive screen' digital entertainment equipment that will be located in the children's emergency area waiting room.

ED staff specialist Dr Christa Bell accepted the donation on behalf of the District and said the money will be used to improve the comfort of future patients and their families.

The equipment will provide a soothing environment to minimise the distress of sick children and their families.

"We are very proud to contribute something tangible to our future neighbours and to the Gold Coast community," said Southport Sharks Chief Executive Officer Dean Bowtell.



Dr Christa Bell accepts a donation from Southport Shark's CEO Dean Bowtell

GCUH Staff Photo Competition

Site tour participants are being encouraged to share photos of their adventures and win prizes by entering the 'Site Tours Photo Competition'.

Congratulations to the competitions first winner, Facilities Manager Tony McNamara. Tony has won a Healthy Fast Food cookbook package.



Infrastructure and Support staff Tony McNamara, Allison Gooch and Diane Gordon prepare for a tour in sweltering conditions.



Marianne Wallace farewelled by a number of close friends and co workers.

Marianne Wallis farewelled

The District has farewelled jointly appointed Chair, Clinical Nursing Research with the School of Nursing and Midwifery, Griffith University and Gold Coast Health Professor Marianne Wallis.

Prof. Wallis has been a valued champion of nursing research and, along with her team, has attracted over \$1.5 million in research funds for collaborative projects between the District and Griffith University since her arrival in 2000.

Late last year she was also part of the team that successfully established the National Health and Medical Research Council Centre of Research Excellence in Nursing Interventions for Hospitalised Patients (NCREN) at Griffith University, which has secured funding of \$2.5m for five years.

She has also developed many young and novice nurse researchers to become accomplished and recognised researchers and authors in their own right.

There were fond speeches, a slideshow and a few tears at her farewell function which attracted over 50 colleagues including the current and past Executive Directors of Nursing and Midwifery Professors Ged Williams and Paul Kachel.

Her advocacy of research across the university and District organisations will be greatly missed.

Gold Coast Hospital Foundation CEO appointed

The Gold Coast Hospital has appointed its inaugural Chief Executive Officer. Chairman Gary Baildon AM is delighted to welcome Mr Mark Hindle to the role.

Mark is no stranger to Queensland where began his fundraising career in 1991 as counsel on a capital appeal. He has also been Executive Director at the then Greenslopes Repatriation Hospital Foundation and subsequently National Executive Director of the Fundraising Institute of Australia (FIA). He has served with prominent healthcare and medical research institutions including the Monash Institute for Reproduction and Development, Epworth Medical Foundation and at Freemasons Hospital. Mark comes to the Foundation from the Australian Diabetes Council where he held the post of Head of Fundraising.

Mark has spent his first weeks busily meeting key District and Gold Coast representatives as part of his task of developing a strategic plan and future direction for the GCH Foundation.

Upcoming events planned for the Foundation include the MBA Golf Day on 7 October and the premier event on the Foundation calendar on Sat 20 August, the 'Gift of Life' Gala Dinner.



Gold Coast Hospital Foundation CEO Mark Hindle



Member for Broadwater Peta-Kay Croft and Member for Burleigh Christine Smith were invited to join Helen Green at the opening of the new breastpump washing room.

International Lactation Consultant's day and pump room opening

International Lactation Consultants Day was celebrated with an official unveiling of a new Breastpump washing system. The new area allows parents to become more involved in caring for their new bubs.

Previously all hospital breastpump kits were sanitised through the milk room in the Special Care Nursery and then delivered back to the maternity ward.

Parents are now taught how to clean the equipment by midwives using the area. They are then given their own kit to manage the care of their new bub.

Lactation Consultant Helen Green said the new system empowers parents to take the first steps in learning independent care for their child.

Since it was installed in February, feedback from staff and patients has been positive. Midwives can direct more focus on other services and parents enjoy added involvement.

To celebrate the opening of the new room and Lactation Consultant's Day, the maternity ward hosted an afternoon tea.



Clinical Nurse Consultant Amanda Gilbert with Kate Green.

DonateLife week

This year's DonateLife week theme was 'Talk about It, encouraging people to go one step further and talk about their organ donation plan with families and friends.'

DonateLife QLD coordinator and GCH CNC Amanda Gilbert organised a staff seminar to hear the story of organ donor recipient Kate Green.

Kate was born with cystic fibrosis, a genetic disease affecting vital organs in the body. After ongoing lung problems caused by CF, Kate was listed on the organ transplant list.

Kate jokes she waited 12 weeks, 12 days and 12 hours until a matching donor

was found, allowing her to successfully undergo a double lung transplant. Kate's new lease on life has allows her to do the things she has always loved including skateboarding, kayaking and training for the world transplant games.

The 50 or more staff who attended the seminar gained a better understanding of the importance of being an organ donor.

"The Gold Coast Hospital received 10 organ donations last year, making it one of the leading organ donation facilities in the state," Ms Gilbert said.

For more information on DonateLife week visit www.Donatelife.gov.au



Nurse educator Candy Brown with Post Graduate students Janna Pulkkinen and Rista Van Rooyen

Nurses take their education to the next level

Two graduate registered nurses have undergone further study in a joint initiative between Gold Coast Health and Griffith University.

Nurses Jaana Pulkkinen and Rista Van Rooyen took part in the post graduate program furthering their own professional development while continuing their work at the hospital.

They each submitted a research paper relevant to their work area.

Jaana used a review of medical records to gather information on nursing pain assessment and management of paediatric post-operative patients. While Rista examined the effects of chronic kidney disease and haemodialysis on a person's quality of life.

Over the past three months, more than 150 graduate nurses have joined the local workforce, making it one of the largest employers of nursing graduates in the state. Many of the recruited graduates are locally trained and the 30 per cent increase in recruits this year will help to ensure the future needs of our community are met as we move toward GCUH.



Mock disaster

A code brown external emergency was issued early one Thursday morning as reports of a train derailment crept over the QAS radio waves.

Thankfully it was all part of a mock disaster training exercise designed to test our staff.

The Gold Coast welcomes Nurse Practitioners

Over 70 Queensland nurse practitioners (NP) descended on the Gold Coast to attend an education day at Bond University.

Participants representing speciality areas across Queensland came together to meet, discuss issues and learn from each other in areas such as pharmacology, radiology and research. Gold Coast has 12 NP's, with another 12 in training, making it one of the largest employers in the state. Key speakers presented on medical prescription practices, radiology and typical daily operations on the Gold Coast.

Nurse Practitioners work across hospital and community-based settings in aged care, emergency, paediatric/oncology, and chronic disease areas such as neurology, diabetes, renal, vascular and respiratory.

For more information about Nurse Practitioners please visit www.health.qld.gov.au/ocno/nurseprac/about.asp or www.acnp.org.au/



Nurse Practitioners from across the state took part in the conference held at Bond University

Left: The executive team working together in the blue room during the mock disaster

Using an estimate of 100 injured and real hospital bed numbers, staff worked together to create space for an influx of patients.

Assistance was requested so Tweed Hospital accepted a bus load of walking wounded while CEO Dr Adrian Nowitzke fronted mock media conferences. Nurses and doctors conducted triage in the education centre and emergency teams were deployed from Mater Children's Hospital.

At the debrief there was positive feedback about how staff managed under pressure and although it was a simulation, the exercise contributes to the District's ability to manage a real life situation.



A staff BBQ was held to fund raise for a fellow staff member in their time of need, these actions reflect the values and spirit the district seeks to embrace in its employees.

Help for chronic disease clients overcome anxiety

A follow up program aimed at addressing the issue of anxiety and/or depression among those suffering a chronic disease is underway at Palm Beach Community Health.

According to SANE Australia fifty percent of those who suffer from a chronic disease also experience anxiety and/or depression.

Mindfulness for Mood Enhancement (M4ME) was a pilot program conducted by social workers last year.

A seven week follow up program is now being run by social workers Eileen Guy and Margaret Rowe.

Using Mindfulness Based Cognitive Therapy the program aims to promote, prepare and teach clients ways to overcome depression and anxiety.

The mindfulness approach accepts the whole spectrum of emotions, so clients learn to relate to their experiences differently therefore providing them a choice. The goal is not happiness but freedom.

Invitations are open to appropriate client referrals for future programs on 55 255 600.



Left to right: Garry Heard, Sue Bichard, Denise Kewley, Anne Holt, Margaret Rowe, Wyn Treasure and Eileen Guy.

Gold Coast nurses feature in state-wide promotion

Gold Coast nurses showed their modelling skills were on par with their professional nursing skills when they posed for a local photo shoot conducted by Community Engagement Officer Tony Matheson.

The photos are being used in educational material for a statewide promotion of the Education for Practice in Queensland (EPIQ) programs.

Gold Coast Health is piloting the first of the online education programs which provide contemporary accessible learning and a development pathway for nurses.

Intensive care nurses Michelle Higgins, Kate Elliot, Hazel Seliente and Sophie Varnier were among the staff who spared their valuable time. They will feature on posters, post cards and a detailed booklet available to staff throughout the state.



A sample of the EPIQ promotional material featuring some of our very own Gold Coast Health staff



Achieving through transformation

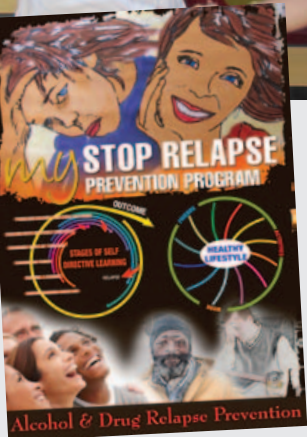
A poster depicting what transformation can achieve in someone's life has earned ATODS case manager Gary Denning the Judges Selection prize at a national competition for mental health services.

The National Standards for Mental Health Services competition was coordinated by NSW Mental Health and Drug and Alcohol.

Two wheels/orbits in the middle of Gary's piece convey the central message of transformation by depicting two very different life-cycles: one destructive, the other constructive.

It also includes representations of strategies ATODS are using in a group program to help break the vicious circle.

Above: Miami ATODS NUM Warren Harlow congratulates Gary Denning on his recognition and award from the National Standards for Mental Health Services 2010 competition.



The pulse CAFE
Gold Coast Hospital
NOW OPEN 24/7
 Specials Daily • Grinders Coffee • Staff Pricing
 Wear staff ID for discount pricing



Occupational Therapist Dorothea Banner celebrates 50 years in the industry

50 years of Occupational Therapy

Helensvale Community Health occupational therapist Dorothea Banner is celebrating 50 years in her profession during which she has been a great advocate for her many clients.

She began her career in Melbourne looking after patients with acute psychiatric illness before her work took her around the world. A highlight was an opportunity to travel behind the iron curtain during the Sixties and the cold war period.

She returned to Australia in 1985 and has been working for Community Health since 1991.



Local volunteers took time out of their day to take part in 'Hero's on the Run', a superhero costume charity run to raise money for the Children's ward.



The staff in HODU embraced their inner Leprechaun by dressing up for St Patrick's Day.

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Editor Amanda Noonan, Director Public Affairs
 Phone (07) 5519 8733
 Email gch_public_affairs@health.qld.gov.au
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Have you got a story to share?

Submissions for the next edition are required by **20 May 2011**.

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