

### Robina Health Precinct opens



Community Rehabilitation team members check out their new digs

Robina Health Precinct is now open. The new facility offers a range of services including child, youth and family clinics, allied health outpatients and cardiac rehabilitation.

A number of services have relocated from Bundall Community Health, Campus Alpha and Burleigh Heads as well as the hospitals.

Construction began in February last year and as it neared completion, new tenants toured the building as part of their orientation.

The Precinct is well positioned to better respond to community demand and support acute care provision in hospitals particularly as allied health services are recognised as an increasingly important aspect of patient care.

For more information please visit: http://www.health.qld.gov.au/robinahospital/html/rhp home.asp

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International Nurses Day Symposium

# CLOSING THE GAP: FROM EVIDENCE TO ACTION

Friday 11th May 2012









#### Message from Adrian Dr. Adrian Nowitzke

I am pleased to report that Healthscope has announced it will build the new private hospital to be collocated with Gold Coast University Hospital at Parklands, representing an excellent partnership between private and public health services.

This tremendous achievement confirms the Health and Knowledge Precinct will contain 1000 overnight beds, two hospitals, a medical school, a dental school and a major university hospital with the possibility of a major research facility.

Patients will benefit from more choice and staff will have greater work opportunities. Other benefits of partnering will come in shared costs to attract the world's best for research, education, training and care provision.

The advancements in the provision of services, particularly at Robina Hospital, and initiatives underway in the District have seen great improvements to patient access. Emergency department waiting times have reduced over the past year while Gold Coast elective surgery performance exceeds national targets for on-time treatment across all categories.

Budget management continues in earnest to maintain the success of previous years. The District has grown own source revenue by over 200 per cent, and accessed a range of potential revenue sources. The budget has grown by 69 per cent since 2007/8 from \$440 million to almost \$750 million and will continue as new services are developed at GCUH.

Cardiac surgery planning is now underway in detail, with an additional 250 cases of cardiothoracic surgery set to be performed in the 2013/14 financial year. GCUH has three cardiac labs and two cardiac surgery theatres as opposed to the existing single cardiac lab.

The move to GCUH from the Southport site is an enormous and challenging exercise. But it is also an opportunity. Any obsolete materials and equipment should not be taken to the new facility and a major cleanout is highly recommended. It is standard practice for about 20 per cent of equipment to be transferred to a new hospital. At GCUH 90 per cent of the equipment will be new. It is important that we reduce the move to its bare minimum to ensure that in addition to the \$120 million of new equipment we only move in what is required.

In closing, a reminder that Team Health registration is now open (see story). I encourage all of you to experience one of the finest events on the Queensland sports calendar – the Gold Coast Airport Marathon.

# Consumer is driving support for older patients

The latest member of the District's Consumer Advisory Group brings 20 years of experience living on the coast along with a wealth of established connections.

Sally Jones, the latest CAG member is relishing the chance to voice community comments and concerns about the hospital and healthcare system. Already Sally is a consumer representative on the Quality and Safety committee for the community, sub acutre and aged care division, CSAS.

CSAS Executive Director, Dr Rob Pegram, said he was pleased to have consumers within the division.

"Consumer input keeps us grounded and focused about what we do and why we do it," Rob said.



View from the new helicopter landing site at GCUH, where trauma patients will be received. Photo courtesy of Rix Ryan Photography.

### Helipad a feature at GCUH

Complex trauma is one of five new services planned for the Gold Coast, and a helicopter landing site on the roof of GCUH provides a direct link to acute services such as operating theatres and ICU.

The other new services – neo-natal intensive care, high-level neurosciences, cardiac surgery, and cancer radiotherapy – will reduce the need for patients to travel to Brisbane for treatment.

While acute neurology and neurosurgery are currently provided, there will be a stronger focus on neurosciences with the introduction of Queensland's first and only public intra-operative MRI.

Planning is already underway to introduce cardiac surgery and cancer radiotherapy at GCUH.



Rob Pegram welcomes Sally Jones as a consumer advisor.

Sally and her family have all at some time been treated extremely well by the public hospital system.

As the current Gold Coast Convenor of the Older Women's Network Qld she hopes to make use of her past experiences.

"I hope to achieve solutions for issues affecting older patients in hospital," she said.

If your service area would like to expand its consumer and community engagement activities contact Tony Matheson, Community Engagement Officer for the district.



#### Gold Coast community have their say on health

The new Gold Coast Medicare Local (GCML) has been seeking community input in recent months as part of its plan to develop a Gold Coast Health and Wellbeing Plan.

Their work culminated in a Health and Wellbeing exhibition and a summit to highlight results and determine the priorities for the plan.

Community decision makers from across the Gold Coast attended including representatives from government and non government agencies, education institutions alongside consumers, carers and community members.

Forums focused on mental health, drugs and alcohol, social connections, Aboriginal and Torres Strait Islander, multicultural, Allied Health, healthy ageing, and getting proactive about health and wellbeing.

The Health and Wellbeing plan is an overarching document endorsed by both the incoming Local Health and Hospital Network and the GCML. Community input is a major platform for both organisations. Empirical evidence suggests better outcomes are achieved through community involvement in determining service needs and priority.



Above: CURB is using data to encourage changes to clinical practice.

### Better patient care brings \$4 million saving

Over \$4 million in savings is impressive by any measure but to manage it while improving inpatient care is quite an achievement.

That is the outcome of a concerted effort to reduce unnecessary pathology ordering in the District over the past three years.

A diverse group of clinical and managerial staff are using enhanced data to identify new opportunities to improve clinical care and reduce waste of clinical resources.

Since late 2008 the number of pathology tests being ordered per admission has reduced by 33 per cent. The \$4.4 million saving in 2010/11 amounts to the equivalent of 1100 patient admissions.

Chief Operations Officer Naomi Dwyer established the group in 2010 and said the intent and enthusiasm still remains.

"The Clinical Utilisation of Resources Board (CURB) has made significant inroads at a time when the District has been steadily expanding its services," she said.

"During the past three years we have increased our admissions by over 20 thousand but our total number of tests ordered has still reduced.

"Clinical leadership has been a critical success factor, as well as our strong partnership with Clinical and Statewide Services (CaSS) through Senior Scientist with Pathology Queensland Tony Ghent.

"The savings are proof that attention to good clinical practice can result in resources being redirected to better serve patient need," she said.

The group will turn to other areas of focus including medical imaging and blood products in the future.



Professor Andrea Marshall



Professor Jennifer Fenwick

### Welcome new professors

Gold Coast Health is extending
a warm welcome to Dr Andrea Marshall,
Professor of Acute and Complex Care
Nursing and Dr Jennifer Fenwick, Professor
of Midwifery. The two new staff members,
who are employed jointly by the District
and Griffith University are a symbol of
another important step on the road to a
university hospital. Professor Fenwick's
appointment represents the first Professor
of Midwifery in Queensland Health.

Professor Fenwick is a registered midwife with thirty years clinical, academic and research expertise, while Professor Marshall is a registered nurse with extensive experience in acute and critical care nursing and is also a 2012 NHMRC Translating Research into Practice (TRIP) Fellow.

Executive Director, Nursing and Midwifery services, Professor Ged Williams said the new roles would play a vital role.

"Having a strong research presence, along with our nursing and midwifery education strategy, is essential to ensure we have the right knowledge, skill and expertise in place for a university hospital," Ged said.

"We are delighted to welcome Professor Marshall and Professor Fenwick to Gold Coast Health."

### **Under the microscope**

Prescribing habits of clinical staff are the focus of a new program being introduced into the hospitals.

L-R: Jack Cross, Dr Petra Derrington, and Dr John Gerrard

The Antimicrobial Management Program (AMP) is aimed at preventing the development of antibiotic resistance due to indiscriminate use of antibiotics.

A secondary impact is reduced medical costs by more effective use of antibiotics.

An AMP audit has already revealed some interesting results such as:

- antimicrobial usage among our hospitals varies and
- over 40 per cent of acute patients are receiving antimicrobials at any one time.

Antimicrobial Stewardship programs in other Australian hospitals have proven successful in addressing inappropriate prescribing which is important because treating infection is currently one of the few things in medicine that can be done very effectively.

The AMP program is being undertaken by a team comprising:

- Infectious Diseases Dr John Gerrard and Dr Kylie Alcorn,
- Microbiologist Dr Petra Derrington,
- Antimicrobial Pharmacist Jack Cross,
- Deputy Director of Pharmacy
   Trudy McGovern,
- Assistant Director of Nursing Infection Control Deborough MacBeth
- Griffith University Academic
  - Dr Gary Grant

Dr Gerrard said there are bacterial strains now emerging which are resistant to almost all available antibiotics.

"We must look after this extraordinarily valuable resource. If we are not careful we will lose our current ability to treat infections," he said.

AMP has begun working closely with specific clinical units or departments to highlight strategies that will produce big results.

Other clinical initiatives have been targeted by the Clinical Utilisation of Resources Board (CURB) to positive effect around pathology ordering. (See story this page).



Niki Murphy, Alan Spencer, Mandy Tallot and Dr Jonathon Field celebrate their win for nutrition practices in the intensive care unit

# ICU wins international acclaim for patient nutrition

The Intensive care units have received a "Best of the Best' award in an international nutrition survey of adult ICU units announced at the annual American Society for Parenteral and Enteral Nutrition (ASPEN) meeting in Florida.

The team came second out of 183 participating units based on five criteria including provision of adequate energy, use of enteral nutrition (EN), early initiation of EN, use of feed tubes and adequate glycemic control.

Clinical research coordinator, Mandy Tallot said the results were recognition of the work being done by the whole team.

Dr Jon Field said early nutrition has been shown to improve survival of critically ill patients.

"Our multidisciplinary team of surgeons, intensivists, nurses and dieticians are pleased to have achieved our early feeding targets," Dr Field said.

#### ATODS benefits from Foundation art union

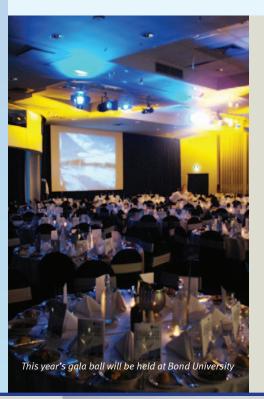
The Gold Coast Hospital Foundation has begun its third art union for the financial year which will provide funding for programs involved with skin cancers and melanomas.

The Foundation conducts an art union three times a year to benefit specific areas of the hospital. Prizes on offer include shopping sprees at MYER Pacific Fair and JB HI FI Robina and a Hawaiian Cruise through Zeppelin Travel.

The latest beneficiary is Alcohol, Tobacco and Other Drugs (ATODs) to the tune of \$58,242 which is being put towards supporting activities and programs for children and young people with mental health issues.

The Board is keen to see the results of donations in order to promote the benefits of fundraising from telemarketing programs to the broader Gold Coast community. This will be achieved using formal funding proposals for specific ATODS programs to access Foundation resources.

In the new financial year the Foundation is investigating a new type of art union and opportunities for wider community involvement.



### Masquerade gala ball

The Gold Coast Hospital Foundation invites you to their annual black tie gala event at Bond University on Friday 25 May 2012.

The theme of this year's event is "masquerade" and to add to the fun there will be prize draws for best masks, random door prizes and an auction of memorabilia and items to support children's facilities within the District.

Guests will be entertained by Somerville College's senior stringed quartet and Brisbane band "Kickstart".

Tickets are \$170 and are limited to 320 guests so get in early to avoid disappointment. Separate arrangements will cater for corporate sponsors.

For more information, contact Mark Hindle on 5571 2150 or email GCHFoundation@health.qld.org.au

### Community and consumer engagement staff audit

We are preparing information for our new Governing Council. We need your input to confirm what community and/or consumer engagement activities are currently underway in your area.

Please keep an eye on your email - it will only take a few minutes to complete and submit the automated form.

Queries to Public Affairs via Tony Matheson 55 197 636

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#### **International Nurses Day 2012**

The Nursing Service is encouraging District nurses to join them in celebrating International Nurses Day at the Education Centre, Gold Coast Hospital.

This year's theme is "Closing the gap: From evidence to action" and will feature guest speakers, posters/abstract presentations, staff awards including the Amy Enderlin Award and refreshments.

For more information visit: http://qheps.health.qld.gov.au/ goldcoast\_nursing/html/ind-2012.htm



From evidence to action - this year's theme for International Nurses Day

#### 2012 Foundation Grants

The Gold Coast Hospital Foundation objectives are to support the District in promotion of its services and support the pursuit of excellence in service delivery and people's health outcomes. It achieves this by improving facilities, equipment, research and development, and education and training.

At its December meeting, the Board agreed to award grants totalling \$163,924 to provide additional or supplementary support in areas which may not have funding available through other means. The successful grant applications are:

APPLICANT	DESCRIPTION	AMOUNT
Safety and Wellbeing	Bariatric kit (stage one) chair, hoist	\$33,502
Respiratory services	Ultrasound scanner	\$30,740
Facilities Management	Mobility courtyard	\$48,000
Volunteers	Volunteer uniform	\$5,400
HEDLO	Dignity packs	\$760
Neonatal	Training equipment	\$6,362
Nursing education	Multi-venous arm kits	\$2,598
Robina Facilities Management	Bike park	\$5,670
Palliative care Robina	Furniture for inpatient unit, quiet room, gardens and veranda	\$14,392
Surgery	Indocyanine green clearance machine	\$16,500

The Board of Gold Coast Hospital Foundation enjoys being closely involved in making such awards and looks forward to being able to attend and to see the outcomes of the support provided.

### **Elective surgery success attracts interest**

A contingent from Western Australia made up of health clinicians and the Deputy Premier and Minister for Health Dr Kim Hames (centre) came to Gold Coast to hear firsthand how elective surgery waiting lists have been reduced. Gold Coast is exceeding national targets across all elective surgery categories for treating patients on time. The District was represented by CEO Dr Adrian Nowitzke and the surgical division's Louise Fisher, Dr Teresa Withers and Dr Will Butcher.



#### **Award winning Lung Function labs expand tests**

Following their recent expansion into Robina Hospital, the lung function laboratories are growing their test regime.



In addition to offering a full range of complex lung function assessments, three new tests have been introduced to enhance the usefulness and accuracy of results including:

- Haemoglobin measurement (a substance in red blood cells which oxygen attaches to) is now being routinely performed.
- Calculation of carbon monoxide present in patient (particularly among smokers)
- Exhaled Nitric Oxide testing to see if asthma inhaler medications and/or steroids are working effectively.

A new test for high altitude simulation is being introduced later this year to assess whether people with lung disease will need extra oxygen when travelling in aeroplanes.

In 2011, the Gold Coast Lung Function Laboratory was awarded laboratory accreditation from the Thoracic Society of Australia and New Zealand. By late 2011 more than 4,500 patients have been tested since opening three years ago at Gold Coast Hospital.

In other service expansion news 24 hours holter (ECG) monitoring and 24 hour blood pressure monitoring are now also available in clinical measurements at Robina Hospital four days a week. Ring 5668 6011 to book.

Left: New lung machine helps patients breathe easy



### **Speech Pathology program aims** to meet demand on Gold Coast

Former journalist Renee Buckingham is among a group of Speech Pathology students benefiting from a close collaboration between the District and Griffith University.

Griffith Health is liaising with the District in the development of a Master of Speech Pathology which aims to develop and retain a local workforce.

As part of her studies, Renee has begun a placement in the rehab ward at Southport and is considering a career at GCUH in the future.

Renee will be trained to help and support a range of people in need from post trauma patients, to children and adults with speech, language or swallowing difficulties.

"I have a desire to help people directly but I've never had the qualifications. I've always had such a passion for communication, I had skills in articulation and I believed I could use all this to really help people," Renee said.

Associate Professor Elizabeth Cardell who heads the program said the consultation process with the District and other health providers has been crucial to its success.

"Because of this consultation we are sitting in a fantastic position from the outset to connect and engage with clients, clinicians, and the whole community."

#### **Harmony Day Celebrations**

Gold Coast Health celebrated Harmony Day in style with displays and presentations in Robina and Gold Coast Hospital foyers from Indigenous performers, an Indonesian dance group and African musicians. Well done to all staff who got involved in the many morning teas and festivities throughout the District. Special mentions go to the Acute Medical Care Unit, Palm Beach Community Health Centre, Robina Hospital Palliative Care who created a multi cultural recipe book for their patients and the Pathology Department at Robina Hospital who composed and recorded a Harmony Day song!

The Mental Health Rehab Team, with support from clients, won the morning tea competition by celebrating with artwork, live music and multicultural dishes.



The Pathology Department at Robina Hospital gets into the spirit of Harmony Day.

#### Sharyn shaves it off

Sharyn Sires, Robina Emergency Department Administrative Officer, took the plunge and shaved her head for World's Greatest Shave this March, reaching her goal of \$1,500 with a total of \$1,567 raised so far for research into leukaemia and other blood disorders. With a husband recently diagnosed with cancer, and other family members also affected with the disease, Sharyn said it was a cause close to her heart and her way of making a contribution to this important research.

Sharyn is still taking donations for her fundraising - to sponsor her log into http://my.leukaemiafoundation.org.au/sharyn or email her at sharay71@bigpond.com to arrange a personal donation.

Left: Sharyn before and after her great shave.

#### **Seminars from New York City** mediation specialist

What is your body language saying about you? How can you manage conflict in the workplace?

Staff received the answers to these questions and more from New York City Police Department (NYPD) detective and conflict specialist Jeff Thompson in two free education seminars on non-verbal communication and mediation.

The seminars, which took place at Robina Hospital and the Education Centre in

Southport were an initiative of Public Affairs with Learning and Development and received an overwhelming response, with approximately 250 staff from all disciplines and streams attending to take part in the interactive workshops.

For more information on Jeff Thompson's PhD research at Griffith University Law School on non-verbal communication, to hear ABC interviews about the seminars and read a synopsis of the information provided go to www.nonverbalphd.com.au



– and GCHSD trainer

As featured on our cover...

# small talk builds confidence for new Mums



New parents on the Gold Coast will continue to benefit from an award winning newsletter aimed at building their confidence, skills and knowledge.

small talk is a monthly hard copy newsletter providing age-paced parenting information to families from pre-birth (36 weeks) to 12 months of age.

Helen Clifford, Acting Manager Health Promotion Gold Coast Public Health Unit said the value of small talk has been recognised by the community and the Commonwealth with funding now secure until 2014.

"small talk" meets parents' need for information as their baby develops and questions start to emerge. They can read it whenever they get a chance and later refer back to it or share it with others," she said.

All babies born at Gold Coast Hospital are now automatically enrolled in the program with more than 1500 families receiving the newsletter over the last six months. Logan hospital families will also benefit from the program in coming months.

New mother, Megan Hull said the newsletters were invaluable.

"I look forward to receiving them as the information is so useful. For example, what to eat while I was breast feeding and when to start my baby on solid food," she said.



### Cancer survivor's day – a celebration of each and every day

The District will host the third Annual Cancer Survivors Day on Saturday 12 May. The previous two events have featured inspirational speakers, supportive carers and past patients with great success.

Cancer Council Queensland and Leukaemia Foundation also participate in the day. The day will commence with conversation, listening opportunities and a chance to share like experiences.

Dr Jeremy Wellwood, Director Cancer and Blood Disorders, said it is a unique

opportunity for his team to reconnect with patients and families

"Being involved in the whole spectrum of a persons' health is one of the District's priorities," he said.

"Healthcare is more that just treatment – it's about the care and support we give our patients and their carers as they venture on this journey," Dr Wellwood said.

For further information contact Deb Farrell on 5519 8418.



## Streamlined screening service for children

Families are receiving a more streamlined approach to child assessment due to a new screening initiative in the community.

In an effort to provide more timely intervention, the Child Development and Behaviour service (CDABS) has commenced a multidisciplinary child development screening service for young children and families.

Paediatrician Dr Doug Shelton said early intervention results in better outcomes for children.

"Younger children adapt more rapidly to intervention, so it is important to get the foundations right early as it is more difficult and more costly to attempt change in later years," Dr Shelton said.

The screening team consists of; community paediatrician, paediatric physiotherapist, occupational therapist, speech pathologist and social worker.

To date over 60 children and families have benefited from being recommended directly to appropriate services as opposed to being on series of separate waiting lists.

Each family receives a verbal and written summary of the screening session with some activity ideas for the child and recommendations to assist the family. Families have found this very helpful stating; "Now I know what to do with my child", "This has made me understand why my child has been behaving this way".



Raising money for a great cause

### Michelle runs again

Cancer survivor and nurse, Michelle McCormack is an active campaigner for breast cancer and is raising funds again this year at the Mothers Day Classic fun run on 13 May.

Michelle, a nurse in Immunology and a member of the Team 3B, is encouraging others to join her cause by going to http://mothersdayclassic.com.au/ and registering to join Team 3B – the more the merrier.

Alternately you can support and sponsor Michelle McCormack at: https://register.eventarc.com/sponsor/view/79790
Donations over \$2 are tax deductible.



#### MAU recognised for excellence

The Medical Assessment Unit (MAU) was thrilled to be presented with a plaque for the Rotary Pride of Workmanship Project recently. The award, one of Rotary's most important annual projects, recognises a high work ethic and professional behaviour in the workplace

The MAU was singled out for recognition after a Rotary member was exceptionally impressed with the care he received upon being admitted to the MAU. He suggested a nomination from the ward. The plaque was awarded to Nurse Unit Manager, Jo Little at a Rotary presentation dinner in public recognition of the team's achievements.

Secretary of Rotary Palm Beach Denis Hawksley said he was delighted to present the plaque.

"It's wonderful to have the opportunity to recognise each and every member of staff at Medical Assessment Unit who go the extra yard every day to achieve excellence and provide outstanding care to the community," said Denis.

Above: Director of General Medicine and the Medical Assessment Unit, Dr Mark Forbes and Nurse Unit Manager Jo Little (front left) with Secretary of Rotary, Palm Beach, Denis Hawksley and the MAU team





Cancer Services visiting their new work home

#### Challenger, ready!

A minor route change to the Queensland Health 5km Challenge as part of the Gold Coast Airport Marathon means event participants will run a little further and get more water views this year.

Named the Queensland Health 5.7km Challenger for the first time in 2012, the all-ages and fitness-levels event will double back around 'The Grand Hotel', affording participants to enjoy the scenic views of the Broadwater instead of a Labrador backstreet.

Four-time participant for Team Health and top-10 5km runner Danny Carson said the extra 700 metres will allow him to challenge his usual 'just over three-minute kilometres'.

"I usually run just over three-minute kilometres in this short race, but this year I'll try to better it and do the same time in the 5.7km as I would in the 5km.

"I look forward to running with Team Health every year; the team spirit inspires me!"

Gold Coast Health staff are again encouraged to join in an event for the marathon with Team Health. For information and to register, visit:

qheps.health.qld.gov.au/gcmarathon/ home.htm

Above: The Queensland Health 5.7km Challenger route will take in greater Broadwater views this year.

#### **Get to know GCUH**

Staff have an exclusive opportunity every month to see inside their new hospital.

More than 350 staff have already toured the new facility this year – it's a great way to get a feel for its size and layout.

Generic ward and specialised tours are underway and in coming months, pathology, mental health and food services staff (amongst over 60 specifically scheduled visits) will get the chance to don a hard hat and check out their new area.

For more information on how you can get familiarised at GCUH, visit the GCUH intranet: qheps.health.qld.gov.au/gcprojects/gcuh/gcuh\_home.htm

#### healthwaves+

**GOLD COAST HEALTH SERVICE DISTRICT NEWS** 

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Have you got a story to share?

Submissions for the next edition are required by 18 May 2012.

Visit healthwaves online qheps.health.qld.gov.au/goldcoast/healthwaves