

L-R: Dr Mark Forbes, Dr James Lind, Dr Charlie Britton, BPIO Brett Sellars and ED nurse Chloe Enriquez are advocates for NEAT – it's everyone's responsibility.

**Gold Coast Health**  
Building a healthier community

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APRIL / MAY 2013

GOLD COAST HOSPITAL AND HEALTH SERVICE NEWS

## PIT helps hit the target

**A staff based initiative has begun in the Emergency Department aimed at improving the waiting times for patients presenting to the hospital.**

Until recently patients presenting to the Emergency Department were seen by a nurse within the first 15 minutes of arrival. Now a senior doctor has been included in the triage process, now fondly known as PIT (Primary Intervention at Triage), to provide a more comprehensive assessment including initiating some tests immediately.

Already the emergency department has recorded results with a 20 per cent increase in the number of patients seen, admitted or discharged within four hours of presenting at ED.

Business Practice Improvement Officer Brett Sellars said the PIT model has already seen improvements at other Queensland hospitals.

"We adapted models used at other hospitals to suit our situation and since introducing models such as the PIT in December, we

have increased our patient off stretcher time by 35 per cent.

"Getting the patients seen by both a senior doctor and nurse within 10 to 15 minutes of presenting at emergency reduces the patients' anxiety as they have a better understanding of the process of their care and don't feel like they are left waiting with no knowledge of their treatment.

"It also helps us achieve an important target put in place to measure hospital efficiency. Achieving National Emergency Access Targets is everyone's responsibility. By improving the flow in ED we have time to get back to the core business of healthcare in all areas of the hospital which is providing quality care to all patients."

Patient information packs are being produced to explain the care process in the emergency department.

To view and compare hospital performance, visit:

**[www.health.qld.gov.au/hospitalperformance](http://www.health.qld.gov.au/hospitalperformance)**

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## International Nurses and Midwives Celebration Day

Thursday 9 May 2013

For program information, visit:  
**[http://qheps.health.qld.gov.au/goldcoast\\_nursing/html/ind-2013](http://qheps.health.qld.gov.au/goldcoast_nursing/html/ind-2013)**







## Message from the Chair

Ian Langdon

**March saw the conclusion of the first nine months of the Gold Coast Hospital and Heath Service (GCHHS). It is an appropriate time to reflect on achievements and challenges still to be faced.**

As Chair of the Board, my ambition is that we can develop a brand where staff and the community have pride in identifying with Gold Coast Health. To be effective, a brand must have substance, it cannot be artificial. It is critical that performance in terms of clinical and patient service is exemplary and ahead of industry expectations. Staff need to have pride in working for and in Gold Coast Health.

To achieve such a position, the immediate challenge is for the Board and executive management to better connect with staff across all of the diverse sections of Gold Coast Health. Conventional wisdom is that the most effective leadership is from the operatives at the coal face. Vision, discipline, tone etc can be set from the top but outcomes are determined by the staff within the bowels of an organisation.

The Board and executive management need to move focus to our staff and away from ourselves. At the same time staff need to become more assertive, more entrepreneurial, challenge the status quo, have confidence in their own abilities and constructively drive changes that will result in performance that builds a brand of excellence.

My view is that if staff enjoy work then they are more productive, more entrepreneurial, more relaxed and supportive with patients (clients) and work more constructively with their peers. We often talk about the importance of "culture" but culture cannot be imposed, it needs to be cultivated.

As Chair I want to ask all staff a very simple question:

What are three initiatives that would make your time at Gold Coast Health more enjoyable?

In the near future this question will be formally put to all staff. It is not a silly question, it is a question that goes to the very heart of culture. When the question is circulated please respond, do not be inhibited and be prepared to think outside of the square. I cannot guarantee that we can deliver on your preferred initiatives but I can guarantee that we will consider them seriously.



ICU NUM Michelle Foster with registered nurses Shaun Johnston and Patrick Killen preparing for the move to GCUH.

## Time to clean up

**The countdown to Gold Coast University Hospital (GCUH) move day is on. There is now less than six months until the patient move scheduled for the last weekend in September. It is time to get ready as evidenced by the increasing number of boxes and tidying underway on the floors at Southport.**

Project team member visits to work units are on the increase, audits are underway and helpful hints and information about the move are appearing on noticeboards and tearooms.

Project Director, Ms Kaylene Sutherland said the buildings at GCUH are coming to life.

"We are now at the 'pointy end' of the GCUH project, and the focus is shifting to support for a successful move," she said.

Meetings of key clinical staff are underway to ensure that the days of patient move are thoroughly planned and carried out with military precision.

Before GCUH opens its doors to the community in September staff will need to lead the way by reducing unnecessary

clutter in existing work areas.

By cleaning up your work area, your computer and limiting essential items, the move to GCUH will be streamlined.

Don't be afraid to get rid of old equipment and ageing clutter as outlined in advice sheets.

Remember that patient records need to be securely disposed of or stored in line with records management procedures; all equipment should already have a coloured sticker on it, ready for transfer.

The enormity of the task ahead is best managed by taking a bite-sized approach. In comparison to moving house, moving an entire hospital feels like an unwieldy task. New tips and activities will be posted every month so visit regularly to see how you can contribute to the smooth transition to GCUH.

Checklists and tips can be found at: <http://gheps.health.qld.gov.au/gcprojects/home>

Not moving to GCUH? This is a great opportunity to take advantage of the information available on cleaning up your area.

## Faces to help spread the word

**Hospital volunteer Barry Ransom moved back into his comfort zone recently, participating alongside health service staff members in the 'faces of Gold Coast Health' visual campaign.**

Having worked in the television and film industry for most of his working career, Barry welcomed the camera lens as part of the campaign.

Over 60 staff members and volunteers from across the health service nominated to become an ambassador for Gold Coast Health and will be seen in the coming months across a number of communication platforms as we spread the word about our services and the opening of Gold Coast University Hospital (GCUH).

In our quest for ambassadors, we received over 100 nominations with just over two-thirds of nominees taking part in our focus groups; an unexpected, over-whelming and encouraging response that showcases who we are and what we do.



Our staff and their photos will be core to our internal and external communication activities in the lead up to the move to Gold Coast University Hospital.

## Blue skies ahead for Robina surgery

The sunny blue skies adorning the walls of the operating theatre at Robina reflect the positive future for growing services at Robina. The first example has been an increase in elective surgery with an additional 600 cases due to be completed by the end of June.

The fifth theatre opened for operation in April and will help Gold Coast Health meet the National Elective Surgery Target (NEST). All five theatres will conduct elective surgery in an extra two theatre sessions a day supported by two procedure rooms and 10 extra beds in the 24 bed orthopaedic ward.

Director of Nursing for Surgery Services, Paul Nieuwenhoven said the opening of the fifth theatre was a step closer to bringing full services to Robina Hospital.

"Gold Coast Health has a good track record and we need to keep this up. By increasing elective surgery at Robina Hospital it will help us achieve elective surgery targets," Mr Nieuwenhoven said.

"The two extra theatre sessions will be predominately elective surgery focused but with the added ability to support the National Emergency Access Targets (NEAT) with minor trauma surgery.

"This is good news for patients as we can now help reduce the elective surgery waiting lists and the number of patients needing to be transferred to Gold Coast Hospital for minor emergency surgery."

Elective surgery provided at Robina Hospital includes orthopaedics, ear, nose and throat and gynaecology.

*(L-R) Robina surgical staff Simon Howe, Dr Raha Sawhney, Kristen Miller and Asst Prof Maneesh Singh welcome the increased surgery sessions.*



## Streamlining through structural reform

In recent weeks work has begun on adopting a more streamlined structure for Gold Coast Health to deliver on our commitment to prioritise patient care, deliver value for money and manage our budget.

Over the past few years, a transformation has been underway to prepare Gold Coast Health for a significant expansion of public health investment culminating in the opening of Gold Coast University Hospital in September.

In order to consult and communicate with staff on an ongoing basis, a Health Reform website has been created on the intranet. It contains materials that outline in detail the goals of reform, the proposed structural changes, staff impacts, and frequently asked questions.

The most recent areas to be added to the Health Reform site include the People, Systems and Performance division and the Health Informatics unit. A draft plan has also been uploaded for consultation and discussion in the division of Operations.

All staff are encouraged to regularly visit the Health Reform website to keep abreast of the latest information. The Chief Executive Communications page also contains information in the Open Forum transcripts and Ron Calvert's regular podcasts to staff.

## Safety is a priority at GCUH

**As Fire and Occupational, Health and Safety Project Officer, Michelle Miller has a big task on her hands getting Gold Coast University Hospital (GCUH) safety ready for the move in September.**

Part of the commissioning of GCUH, and Michelle's job, is to create and deliver training packages, assisting with testing fire systems with the Queensland Fire and Rescue Service and the Principal Project Officer, updating all emergency procedures, conducting OHS assessments of the entire facility and ensuring HAZMAT manifests, safety data sheets and risk assessments for all relevant work areas are up to date.

On secondment from her role as Occupational Health and Safety Practitioner, Michelle said she is excited to be working on a large scale project.

"It is great to get the opportunity to see all the equipment and systems and how they operate and integrate in GCUH and I am already learning a lot and getting to experience things that I would not otherwise get to see," Ms Miller said.

"I have had the opportunity to witness smoke testing in the atrium of the Central Services Building and fire systems testing by the Queensland Fire and Rescue Service to ensure that they are working correctly prior to staff moving in.

"I have commenced providing general evacuation instruction training to staff working within the Engineering Workshop, Mental Health Building and Pathology and Education Building and will be assisting to train super users who will take over this training for their own work areas closer to the move dates."

To find out more on the move to GCUH, visit: [www.health.qld.gov.au/gcuhospital](http://www.health.qld.gov.au/gcuhospital)



*Michelle is helping with the fire and safety testing at GCUH.*



## Community takes on the challenge

The Gold Coast's first meeting of the health and wellbeing community panel took place recently at a weekend forum for over 100 community members.

The new community panel was a result of Gold Coast Medicare Local delivering on a key element of the Gold Coast Health and Wellbeing plan. The panel will be regularly examining issues and providing feedback through online forums and meetings.

Gold Coast Hospital and Health Service Engagement Officer, Tony Matheson, said the panel will help inform service providers.

"This forum fills a gap we've been experiencing which is to tap into the broader community. This will be one of the tools we will use to help fill that void," he said.

Guest speakers expressed their current experience in community engagement. This information and a working group approach on the day framed a model for the panel to make a difference in healthcare on the Gold Coast.



Community members define some of the challenges in health.



Staff are getting excited about the move to GCUH, setting up information boards within their areas at the Hospital.  
Pictured: P1, Mental Health

## Move preparation led by example

Staff from Mental Health's P1 are leading by example, establishing an information board for posting move information, tips and tricks to help their team get ready for the move to Gold Coast University Hospital (GCUH).

The notice board will be the team's central source of factual information about the move alongside the staff intranet, QHEPS.

Nurse Unit Manager Angela McGrotty (pictured third in from left) said that the noticeboard not only remind the team about the move on a daily basis, it will help them to prepare.

"Everyone is excited, working together as a team will make the move easier," she said.

## Get your flu vaccination now

Staff are rushing to get their flu vaccinations early this year with almost 1000 staff vaccinated at the time of print.

With the cooler months fast approaching, the free influenza vaccination helps staff avoid being under the weather this winter. The vaccine is formulated each year to provide protection against the more

common strains of influenza prevalent in the northern hemisphere.

In recent years, Infection Control has been forced to discard up to 400 of the 2000 doses ordered for staff due to a lack of take up.

Director of Infection Control, Deborah Macbeth urged staff to attend the clinics as soon as possible to ensure all the doses for staff are put to good use.

"It is a balance between not wasting Gold Coast Health funds by purchasing vaccines that have to be thrown out, and ensuring that as many staff as possible are vaccinated," she said.

She said it is important to be vaccinated as there is a serious side to the flu for some people.

"Influenza can affect young, strong, healthy people and when it does they are usually out of action for days," Ms MacBeth said.

"If influenza is transmitted to people with pre-existing illnesses and conditions, it can cause severe illness requiring hospitalisation, ICU admission and in some cases death.

In the first lunch-time "drop in" clinics at Robina, 240 staff were vaccinated this year

compared with 196 for the same period last year.

Orders for next year have to be placed in October so demand is calculated by the takeup rate of staff in the current year.

"People can help prevent getting and spreading the flu by washing your hands regularly, covering your mouth when coughing, binning used tissues and being vaccinated against influenza each year."

Staff can receive their free flu vaccination at:

**Gold Coast Hospital, Cancer Outpatients, Ward 15**

**Mondays 6.30 - 9am**

**Fridays 1 - 3pm**

Appointments are essential and can be made by phoning **5519 7410**.

**Robina Hospital Outpatients**

**Fridays 11am - 2pm**

**Every second Tuesday 6.30 - 8.00am**

Appointments are essential and can be made by phoning **5668 6491**.



Physiotherapist Assistant Bridget Ost received her flu vaccination from Acting Clinical Nurse Danielle Ward.

## Pain clinic hits the road

**Staff from the Interdisciplinary Persistent Pain Centre recently went on a road trip to Roma and St George to assist the local clinicians plan, implement and manage patients with persistent pain.**

During the five day trip, three senior allied health clinicians conducted patient clinics, pain management workshops, and education sessions for the local hospital staff and Charleville via Telehealth.

Director of the Interdisciplinary Persistent Pain Centre, Dr Heide Feberwee said the trip was an opportunity for staff to provide specialist information and support to rural health services.

"The trip provided strong links, education and on site training with a focus on delivering services in rural and remote communities," Dr Feberwee said.

"It included strategies and creative problem solving solutions to help develop sustainability of these services into the future."

As many as one in five Queenslanders currently live with persistent (previously known as chronic) pain. It is estimated that persistent pain costs the Australian economy \$34 billion per annum.

Gold Coast Health's Interdisciplinary Persistent Pain Centre is located at Campus Alpha, Robina and as part of the state wide pain strategy provides a tertiary level service to patients in the Gold Coast, Northern New South Wales and South West region of Queensland, including Roma, St George and Charleville.



Pharmacist Tony Hall speaking at one of the pain education sessions for patients during the trip.

## 24/7 feedback service online

**Providing feedback has become a lot easier for patients with an online feedback service now available.**

The new Patient Liaison Service web page provides an online feedback form as well as the steps to make a complaint.

Senior Patient Liaison Coordinator Wilma Sullivan said the new web page provides another avenue for patients or their family and friends to provide feedback on our service.

"Providing an opportunity for feedback online gives patients an easily accessible 24/7 option on when and where they can provide feedback on our service," Ms Sullivan.

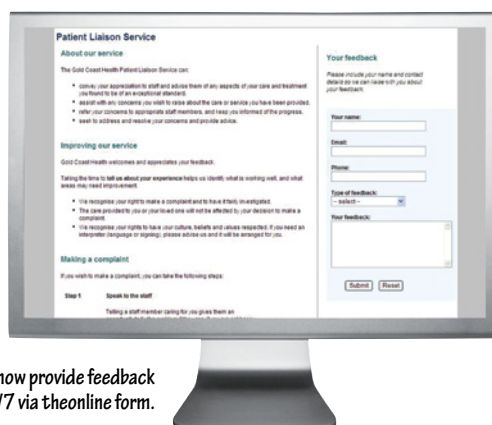
"Gold Coast Health is committed to building better connections that link the community, patients and their carers into local public health services and works with local community groups to help develop community engagement opportunities.

"A key focus of community engagement is to improve patient care which underlies new national standards of partnering with consumers to achieve better outcomes for patients.

"We use the feedback we receive to help improve our service and always encourage patients and families to provide feedback or improvement suggestions to our health service."

To find out more about Patient Liaison Service or to provide feedback, visit:

[www.health.qld.gov.au/goldcoasthealth/html/about/patientliaison](http://www.health.qld.gov.au/goldcoasthealth/html/about/patientliaison)



Patients can now provide feedback 24/7 via the online form.

## Patient positives

### PATIENT 1

My brother was recently in Gold Coast Hospital for three weeks and passed away. I just want to say how incredible the doctors and nurses were to my brother, my parents and myself - truly amazing people.

**Gold Coast Bulletin, 26 March 2013**

### PATIENT 2

Thanks so much to all staff at Robina Hospital from Emergency to Outpatients for extremely friendly quick service.

**Gold Coast Bulletin, 15 March 2013**

### PATIENT 3

Recently I attended the Gold Coast Hospital for surgery, from the time I arrived and during the operation and the recovery I received the best care anyone could ask for. The efficiency and compassion shown to me by the doctors, nurses and staff was wonderful. You don't realise just how fortunate we are to have on the Gold Coast such a caring hospital when we have serious health problems.

**Gold Coast Sun, 13 March 2013**

### PATIENT 4

After having a procedure in the Gold Coast Hospital Endoscopy Unit on 27 February, I can't speak highly enough of the professionalism, caring and friendliness of everyone involved. This started with the receptionist, and continued with the lady assistant who went out of her way to ensure I received the correct anaesthetic, then the young lass who double checked my personal details and supplied the hospital gowns.

Also the anaesthetist and his assistants, and the doctor and his assistants who performed the procedure. After the recovery time another young lass who had been assisting patients still found time to hand out sandwiches and beverages to us, after which she accompanied each patient separately, including me, outside to where our family and/or friends were waiting to take us home. Even though the procedure wasn't a major one the caring and friendly manner made you really relaxed and at ease.

**Gold Coast Sun, 6 March 2013**



# Gold Coast Health consumers weigh in on the NP debate

Gold Coast Health Consumer Advisory Group (CAG) members participated in a focus group with Southern Cross and Sydney Universities at the Gold Coast Hospital to review the National Competency Standards for Australian Nurse Practitioners (NPs).

The aim of the project is to develop a revised document called the National competency standards for the NP. The project is being undertaken for, and funded by, the Nursing and Midwifery Board of Australia, under the management of the Australian Health Practitioner Regulation Agency (APHRA).

CAG members explored the understanding of what the NP role is and does in relation to their health needs. They provided valuable personal experience and suggestions to help inform the debate from a consumer perspective.

# Books give in more ways than one

The Gold Coast Hospital Foundation is selling Entertainment Books again this year, with profits going back into the service.

Twenty per cent from each book sold is donated to the Foundation to help purchase medical equipment and facilitate research and staff development at Gold Coast Health.

A recent grant made by the Foundation was \$6,632 for the Newborn Care Unit at Gold Coast Hospital to purchase much needed equipment to train medical and nursing staff in newborn resuscitation and intravenous cannulation.

Neonatal Clinical Educator Liz Chappell said all staff are required to develop and maintain clinical skills in the assessment and timely initiation of newborn resuscitation.

"Gold Coast Health is committed to continue to training all staff in this area and workshops are set up to train over 170 staff each calendar year," Ms Chappell said.

"The resuscitation simulation equipment we received from the Foundation is vital for this training to be life like and effective and to allow medical and nursing staff to put into clinical practice the theory that they have learnt.

To purchase a 2013/14 Entertainment Book, visit [www.gchfoundation.org.au](http://www.gchfoundation.org.au) email [GCHFoundation@health.qld.gov.au](mailto:GCHFoundation@health.qld.gov.au) or phone 5571 2150.

*Above: Entertainment Books are on sale again this year with \$11 from each book sold going back into Gold Coast Health.*



## Applications for the 2013 Gold Coast Hospital Foundation Research and Education Grants are open from 29 April until 30 June 2013.

For terms and conditions or an application form, email [grants@gchfoundation.org.au](mailto:grants@gchfoundation.org.au)

## More staff move into GCUH

Following the move of engineering, electrical and safety staff into Block M at the Gold Coast University Hospital (GCUH) site in March, staff from the project team have moved into Block E in readiness for the hospital commissioning period which will kick off intensively from June.

With the final handover of GCUH buildings imminent, moving into the facility will allow project and specialty staff to learn about the facility and how to operate it in preparation for patient services to commence later this year. The project team will also facilitate clinical and support staff to prepare their new work areas ready for them to move into.



Emma Ludeke presents Gold Coast Hospital Foundation CEO with a \$10,000 cheque from Wiltshire Lawyers ladies luncheon.

## Ladies lunches raise \$10k

Money raised by Wiltshire Lawyers' 2012 Corporate Ladies Lunches will go towards purchasing equipment for children in hospital.

The \$10,000 donation will be used to purchase fitness and entertainment equipment for children and young people receiving care at Robina Hospital mental health unit and the Southport and Robina mental health clinics.

Items include a television, outdoor games, products for the sensory modulation kits, gym equipment and ipads for entertainment and educational screening and assessment.

This year The Corporate Ladies Lunch will be raising money for women's health.

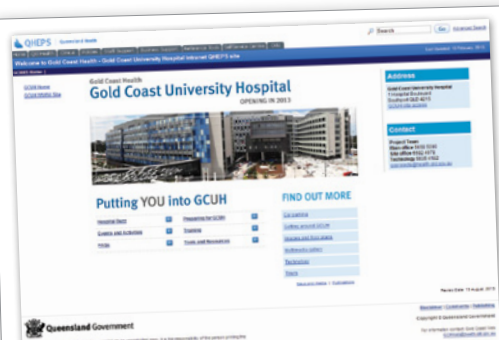


GCUH is a reality for some staff, moving into Block E to assist the hospital's commissioning program.



## Finding out about GCUH

As we get closer to the move to GCUH in September, more information and activities will be available for all health service staff to ensure that you are well prepared. As well as two major, whole-day showcase events, face to face forums will be undertaken on the following dates for all staff to attend:



Stay up to date by visiting both the GCUH QHEPS and website on a regular basis.

DAY/DATE	TIME	VENUE
Thurs 18 April	10 am	Robina Hospital (RH) A1/2 conference room
Mon 22 April	ALL DAY	Gold Coast Hospital (GCH) Education Centre rooms 5/6/7
Thurs 16 May	10 am	RH A1/2 conference room
Wed 18 May	10 am	GCH Education centre room 2
Thurs 13 June	10 am	RH A1/2 conference room
Wed 19 June	10 am	GCH Education centre room 5
Thurs 18 July	10 am	RH A1/2 conference room
Wed 31 July	10 am	GCH Education centre room 2
Thurs 22 Aug	10 am	RH A1/2 conference room
Mon 26 Aug	ALL DAY	GCH Education centre rooms 5/6/7
Thurs 19 Sept	10 am	RH A1/2 conference room
Wed 25 Sept	1 pm	GCH Education centre room 6/7

For more news and information on GCUH, visit:  
<http://qheps.health.qld.gov.au/gcprojects/home>

## Paediatrics' purple heroes

The paediatrics department at Gold Coast Hospital wore purple on 26 March to help raise awareness of epilepsy.

Paediatrics Nurse Unit Manager, Anna Creevey said staff who wore purple one the day paid a donation and together raised a small amount for Epilepsy Australia..

"The work we do is so well supported in the community and our staff feel it's a natural progression to give back to the organisations that support our patients," Ms Creevey said.

Staff specialist paediatric neurologist Dr Harry Singh gave a lecture on epilepsy to all staff in paediatrics

Epilepsy is a brain function disorder that takes the form of recurring convulsive or non-convulsive seizures. Ten per cent of the population are at risk of experiencing a seizure during their lifetime, while three to four per cent will go on to be diagnosed with epilepsy.

*Below: Paediatric staff got in the spirit of Epilepsy Australia's Purple Day.*



Susan Brandis, Rosemary Whitbread and Margaret Contacos got to meet Kevin Rudd after the lecture.

## K-Rudd talks organ donation

**Former Prime Minister and organ donation advocate, Hon. Kevin Rudd MP addressed staff and students as part of the school's Grand Rounds series of public lectures during DonateLife Week.**

Mr Rudd spoke to a packed lecture theatre at the Griffith University Medical School about the government's National Disability Insurance Scheme (NDIS), Health Reform and the importance of organ donation; something Mr Rudd has become an advocate for after having a heart valve replaced at the age of 32.

Director of Clinical Governance Susan Brandis said, "We were fortunate to get an invitation to attend the lecture as part of our partnership with Griffith University and the Golde Seminar series."

The Golde Seminars, hosted by Gold Coast Health and Griffith University are held on the first Tuesday of every month and present topics on clinical governance, leadership, discovery and ethics. For more information on the seminars visit: <http://qheps.health.qld.gov.au/goldcoast/clinicalgov>

# Eating disorder program seeing results

**Queensland Health's specialist Eating Disorder Program run by Gold Coast Child and Youth Mental Health Service (CYMHS) commenced four years ago.**

The Eating Disorder Program (EDP), co-ordinated by two senior psychologists, utilises evidence based outpatient treatment being the Maudsley Family Based Treatment (FBT).

FBT is recommended as first line treatment of adolescent anorexia nervosa and is the most empirically validated model for the outpatient treatment. FBT uses the family as a key resource for a patients' recovery by mobilising the parents to take control of

the young person's anorexic behaviours. FBT is usually conducted within 20 to 24 treatment sessions over a period of approximately 12 months.

Senior Psychologist Kim Hurst said there is emerging anecdotal evidence that since adopting FBT for anorexia there appears to be a reduction in paediatric and psychiatric readmission rates. There also appears to be a reduction in treatment duration and research conducted by Kim is in the pipeline to empirically validate this.

"The program has achieved service wide improvements, including the implementation of a clear and concise



The program's two Senior Psychologists Shelly Read and Kim Hurst are passionate about the work they do.

clinical framework, and improved capacity across the CYMHS service as a result of consultation, supervision and training provided by the program."

# Long wait dental patients receive treatment



Additional funding is good news for young and old, like patient Aiden Kelley, as more Gold Coasters on oral health waiting lists will be treated.

**Patients experiencing long wait times for oral health treatment will be targeted by Gold Coast Health in coming months.**

Local oral health services will use a federal government commitment of more than \$1 million to outsource emergency work and target patients on the long wait list.

Oral Health Director Katherine O'Donoghue-Scarce said all eligible patients will benefit from the funding injection.

"There are some patients who have been waiting too long to have their oral health needs addressed. One of the most exciting aspects of the funding is that patients will receive the care they need," Dr O'Donoghue-Scarce said.

"There are times when a patient is treated for an emergency episode but are then referred back to the waiting list for additional treatment."

Approximately 3,000 patients will receive treatment with the initial funding. The public dental patients who have been waiting the longest will be the priority. Some patients require more treatment as emerging problems are exacerbated.

"We are keen to establish some processes with the initial funding injection that we will be able to continue using the money over coming years. There is a commitment to recurrent funding for three years."

Chief Executive Ron Calvert said the funding has already meant oral health patients waiting for more than three and a half years will be seen in the coming months.

"Over 9,000 patients are currently on the waiting list for oral health treatment and while the recommended wait time is two years, the actual waiting time is six years," Mr Calvert said.

"The funding will enable us to make a start on providing a greater range of oral health services. Providing a full treatment plan for our patients is a priority because it is a quality of care issue."

Oral health waiting lists will be published online in coming months.



Board members are given an overview of Emergency Department processes and initiatives as part of their patient journey

# Board walks through patient journey

**The Board was taken on a patient journey last month to highlight some of the exciting changes to care models in preparation for moving to Gold Coast University Hospital.**

The group began in the patient waiting area of the Emergency Department, travelled through the PIT process (see Pg 1), through the recliner observation area and up to the newly opened Medical Assessment Unit on level 6.

The exercise was just one more opportunity the Board has taken to familiarise themselves with the complex operations within Gold Coast Health. In recent weeks board members have also attended clinical handover meetings in Medicine and Surgery to gain a greater understanding of the 24/7 nature of clinical work.

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Submissions for the next edition are required by: **17 May 2013.**

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[www.goldcoast.health.qld.gov.au](http://www.goldcoast.health.qld.gov.au)