



healthwaves+

JULY – SEPTEMBER 2012

GOLD COAST HOSPITAL AND HEALTH SERVICE NEWS

Barrie leads the way to better care

Barrie Stevens was admitted to hospital with a lung condition last winter. Since then he has participated in a self management program designed to keep him out of hospital. This winter Barrie has avoided admission using techniques he learned in the Pulmonary Rehabilitation program such as exercise, chest clearing and breathing techniques.

"I achieved my personal goal which was to manage my own condition, get active and improve my mood – its changed my life," Barrie said.

Preventing avoidable admissions such as Barry is a goal of one of the five Advanced Practice projects being run under the Leading

Transformation banner. The projects underway include:

- Integrated Care for patients with COPD
- Ninety in Four (four hour target in Emergency)
- Reducing unnecessary clinical practices
- Consumer centred practice
- Improving VTE performance

People and Culture are running the performance improvement projects over the next six months which incorporate Health Advisory Board sessions. Teams will report on their progress with regard to targets that align with existing Gold Coast Health strategies.

INSIDE THIS ISSUE

- 2** RHP official opening
- 3-6** Community Engagement in Action liftout
- 7** NAIDOC celebrations with staff profiles
- 8** Volunteers – Healing with massage

The Gold Coast Medicare Local will hold a smoking cessation event on Thursday 4 October in Australia Fair (upstairs near Kmart). Local smokers can measure their carbon monoxide levels with a free Smokerlyzer test. Information to support people ready to quit smoking and key support services contacts will be available.



QBA • 12
Queensland Bedside Audit

Coming soon
Gold Coast Health

Robina • Carrara • Gold Coast Hospital
30 and 31 October 2012

To volunteer as an auditor contact
GCClinicalGovernanceUnit@health.qld.gov.au



Message from Naomi



It has been a pleasure working with our new Board who demonstrate a commitment to innovation, local governance, clinical and community engagement. Board members have met with various clinical groups, toured facilities and presented at the recent 'Community Engagement in Action' forum.

Board members have presented at the 'Community Engagement in Action' event and activated a Clinical Engagement Strategy, in partnership with Clinical Council. The council is being augmented to ensure it is a balanced representation of clinical services and a nominee will join the relevant Board sub-committee reviewing to establish open communication channels between Board and clinicians.

It was great to see so many staff attend the recent CEO Forums. There is anxiety amongst our team associated with significant change to workforce policy and job reduction strategies in the public sector. I have recently highlighted that the measures and good work introduced to improve our financial performance need to be maintained. The drivers for much of the change are detailed in the Service Agreement between our Hospital and Health Service and the System Manager (formerly Queensland Health) located at: http://www.health.qld.gov.au/hhserviceagreement/docs/service_agreement/golsa.pdf

The 2012 Leading Transformation Program includes five advanced practice programs (see cover story) in recognition that those who deliver the service are best placed to identify and deliver improvement.

An ICT [Information & Communication Technology] Governance Board has been convened to provide an integrated approach to ICT governance, investment, planning and change management in the best interests of our service. The immediate focus is improving the EMR by reviewing key elements prior to the migration to the enterprise Integrated EMR due in December.

Finally, it has been a privilege to lead such a wonderful organisation, for a short period of time as Acting Chief Executive. Thank you for working together to provide an excellent standard of care to our community under such challenging circumstances. I also wish to take this opportunity to extend a warm welcome to Mr Ron Calvert, our new Chief Executive who will commence in October.

Surgeons bone up on cardio-thoracic skills

Director of Thoracic Surgery, Dr Peter Cole brought his colleagues together to deliver the first lung workshop on the Gold Coast last month. Dr Cole is one of only 11 thoracic surgeons in Australia.

Ten participants including junior doctors, specialist trainees and interested surgeons gathered at the Griffith School of Oral Health and Medicine to hear specialists present on midline sternotomy, clamshell thoracotomy, and to practice their manual skills including stapling and suturing on donated cow lungs.

Dr Cole said most surgeons don't get to experience thoracic surgery unless they do specific training as the majority of cases are elective.



Registrars Xavier Moar and Andrew Strahan learn to breathe easy as they practice their manual skills on donated cow lungs.

"This workshop provided insight into techniques for handling the lung," Dr Cole said.

"It is typical of the preparation required to deliver increasingly complex services in the cardiothoracic surgical department at Gold Coast University Hospital.

Healing with massaging

Inpatient Natasha Price describes her volunteer masseur Roselea Shingles as "awesome".

Natasha who suffers from a neurological disorder called Devic's Disease said she finds Roselea's "hands on" healing methods invigorating. "I look forward to Roselea coming every week, especially when I am feeling like rubbish," Natasha said.



Volunteer Roselea Shingles with patient Natasha Price

Roselea who still runs her own busy practice, sees around 30 patients a day and works two days a week as a volunteer.



Message from the Chair Ian Langdon

I am pleased to now be in a position to articulate a number of important developments within the GCHHS. In particular the Board is currently in discussions with the private sector to provide enhanced health services with particular attention to the range of services provided to the public and the capacity to service the growth in demand.

In assessing the various options available we will continue to consult with the clinicians within the GCHHS and potential partners to ensure that outcomes will maximise public benefit and will meet the growth in the demand for public health services.

I am also pleased to announce the appointment of practicing GP, Dr Andrew Weissenberger to the local hospital and health board. Dr Weissenberger has medical, board and academic experience as well as strong connections in the general practice community.

Dr Weissenberger will be a valuable addition bringing over 20 years of medical experience and strong local contacts that will ensure key priorities of the new local health boards are met.

To learn more about our Board members visit:
www.health.qld.gov.au/goldcoasthealth/html/board.asp

It starts with a link

Indigenous Hospital Liaison Officer (IHLO) Christopher Keuntje is a proud Ngarrindjeri man from Murray Lands of South Australia. Chris has been working within the Health Service for approximately five years and passion is to be the link between the hospital and indigenous community and to promote positive cultural awareness to our colleagues.

"I love to educate, support and promote our services within the hospital and to promote our service to indigenous community members" he said

Leisa Lavelle, another IHLO is a Bundjalung woman from the Casino/Coraki area in Northern New South Wales. Leisa sees around 15-20 Indigenous female clients a week within the Indigenous community on the Gold Coast.

Leisa explains her love for her job. "Every day is different and I have the opportunity meet so many interesting people, many of which I can help support through their personal journey".

Both IHLO provide support for all facilities and departments across the Health Service including Renal, Cardiology, Orthopaedics, Paediatrics, ICU, Emergency Department, Mental Health and Maternity services.



Indigenous Hospital Liaison Officers Chris & Leisa



Above: Ian Langdon with local Community Elders

NAIDOC celebrations

Board Chair Ian Langdon opened this year's NAIDOC celebrations which included the Bundjalung Kunjeil Aboriginal Dancers, the movie Kanyini portraying Uncle Bob Randalls story of his community Mitijulu and a healthy lunch with local traditional Bush Tucker dishes such as Warrigal Green pie and Lemon Aspen salad.

If you would like to be involved in next year's celebrations please email the service at Indigenous_health_service@health.qld.gov.au



Staff members of Mental Health Rehabilitation Service celebrating 16 years at Girrebala House

Girrebala House celebrates 16 years

Gold Coast Mental Health Rehabilitation Services at Girrebala House are coordinating and cultivating partnerships with a new community resource base model which has been adopted to highlight that responsibility for the delivery of support services and recovery do not rest exclusively with health.

The Gold Coast Mental Health Rehabilitation Services, along with inpatient and community consumers, carers, NGO representatives, and Queensland Health staff took time recently to enjoy the birthday celebrations for Girrebala House where the aim is to promote wellness and celebrate positive life experiences for people living with mental health issues.

Current programmes available with the rehabilitation services include the Dual Diagnosis Program, Back in Control Program, Hearing Voices, Hope and Recovery and the very popular Social Fridays.

For programme dates and times Contact: Mental Health Rehabilitation Services on **5519 8506**.



Dr Sue Moloney checking on Gold Coast Suns' Charlie Dixon in the bed lockup.

High five for kids and Gold FM

This years Give Me Five for Kids (GM54K) raised \$160,724.60 throughout the month of June for the Gold Coast Hospital's Paediatric Ward.

In its fifteenth year, Gold FM's morning show team, Richard, Bridge and Spida, held a variety of events to raise funds to purchase equipment for the hospital. Local identities were locked to beds until they raised enough money to be freed at an outside broadcast and staff BBQ.

The money raised will go towards buying much needed equipment including MRI video goggles, special needs training dolls, defibrillator, brain monitors and electric orthopaedic beds.



Above: Children Matilda Folliott and Jalen Beatty along with Robina Hospital staff Emergency NUM Bruce Moreton and Facility Manager Maree McKay join Kim Bitossi (standing) from Rotary in the newly decked out Robina Outpatients play area.

Rotary donate toys to hospital play area

Robina Rotary support their local hospital in August by donating play stations, DVD's toys and books to the children's outpatients' waiting room and the Children's consulting room in the emergency department at Robina Hospital. Comfortable breast feeding chairs and bottle warming equipment for the Mothers Rooms are also being provided by the club.

"We are very excited about providing these toys and equipment to our local hospital which is central to such a rapidly expanding populated area comprising of young families, schools and businesses," newly elected president of Robina Rotary Kim Bitossi explains.

"The local community is fortunate to have such a network of health facilities across the Gold Coast and should feel reassured that our local children are well cared for."

Robina Shine With Staff Awards

Academic Achievement Award for Robina RN

Erin Ross, who is currently working as an enrolled nurse in the Medical Assessment Unit at Robina Hospital, graduates as a registered nurse in August with an Academic Achievement Award. Erin, who has been a foundation staff member of the Medical Assessment Unit at Robina hospital since its opening in 2011, has also been chosen by Griffith University to be the student speaker for the graduating group.



Erin Ross

Environmental Services Staff recognised for Outstanding Services at Robina Hospital

Three staff members from the Robina Hospital were nominated for this year's Awards for Industry Excellence with two nominees taking out the coveted award for Excellence in Hospitality Services in Healthcare.

Andrew Briggs, Operational Services Officer and Bed Cleaner Brenda Maddox, received the prestigious awards at a gala dinner and presentation. John Doolan was also acknowledged for his services as a Bed Cleaner in the Environmental Services category.



John Doolan, Andrew Briggs & Brenda Maddox



Dr Christa Bell and staff involved in the Emergency Response

Emergency Response Team Praised for Teamwork

Our Emergency Response procedures were trialled and tested recently when 15 casualties were brought into ED following a minibus and truck crash on Mt Tamborine.

The Emergency Operations Centre (EOC) coordinated by Jo Timms, was quickly mobilised and all the Service's emergency procedures were activated successfully and cohesively.

Acting CEO Naomi Dwyer described the operation as a "magnificent nationwide response, which although an unfortunate incident, assists us in our preparedness and response to emergency situations"



Health Minister Lawrence Springborg visited both of the completed Robina projects on 18 July after declaring Robina Health Precinct officially open.

Robina projects draw to a close

July saw the Practical Completion of the Robina Hospital Expansion along with the Official Opening of the Robina Health Precinct.

The completion of both projects has significantly contributed to the ongoing expansion of health services for the Gold Coast

community. The two Robina facilities add to the \$2 billion of health infrastructure investments across the Gold Coast.

Focus will now be on finalising construction and development of health services of the new Gold Coast University Hospital.

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Have you got a story to share?

Submissions for the next edition are required by **16 November 2012**.

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