



healthwaves+

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GOLD COAST HOSPITAL AND HEALTH SERVICE NEWS

28 September – it's a date

Health services will commence at Gold Coast University Hospital from 8 am on Saturday 28 September with the closure of the existing Gold Coast Hospital.

Final patients will be safely moved across to the new hospital with the assistance of Queensland Ambulance Service, Queensland Police Service, health service staff and key partners.

Chief Executive Ron Calvert said years of meticulous planning, hard work and extensive preparation have gone into making the dream of Australia's first named university hospital into a reality.

"We're moving into Australia's largest hospital," Mr Calvert said.

"The challenges of relocating an entire hospital speak for themselves," he said.

"The key priority for us is to ensure the safety of everyone involved – staff, patients and the public – throughout the entire move process.

"Staff at Gold Coast Health should be very proud of the years of preparation that have gone into making this a dream come true."

Patients will be moved to GCUH on Friday 27 September and Saturday 28 September.

Each patient will be individually categorised to enable a mode of transport to the new facility to be identified. Patients will be transferred using a combination of ambulances, wheelchair enabled taxis, mini-buses and single vehicles depending on their care needs.

It will be business as usual during the move with dedicated paramedic ambulances available to respond to potential emergencies that may arise.

Emergency cases will be seen at Gold Coast University Hospital from 8 am on Saturday 28 September 2013.

Are you ready? To find out more visit:
www.goldcoast.health.qld.gov.au

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GCUH community open day
SAVE THE DATE!
Saturday 7 September 2013

more information online
www.goldcoast.health.qld.gov.au

get involved
qheps.health.qld.gov.au/gldcoast



Queensland
Government

Boardnews



Message from the Chair – Ian Langdon

In recent times there has been a significant public discussion surrounding issues of patient safety and organisational

structure at Gold Coast Health. The various comments and alternative views expressed have tended to overlook the obvious, namely that the clinicians within the system continue to deliver on a day in day out basis outstanding health service to the community often in very trying circumstances.

On a recent walk through of several wards I was pleased, but not surprised to hear comments that staff are too busy handling the winter flood of patients to be distracted by the media commentaries. It was a timely reminder that the business of providing health care is at the clinician / patient interface not in the pages of the media.

I am pleased that our staff have remained focused on the issues that truly matter. 7 August was an important day as it was the date the GO button was pressed to commit to the 27 September move to GCUH. Right up until 7 August our staff have been comprehensively testing our communications system to iron out any last minute issues and ensure it is fully operational. Achievement of GO status is a result of many years of excellent work by the project team and with important ongoing advice from our clinicians who have participated throughout the planning and construction stages to ensure the end product meets expectations.

The completion of GCUH highlights that change has become a feature of Gold Coast Health and will continue to be so into the future. Obvious changes have been:

- Transformation of Gold Coast Health into a Statutory Authority.

- Introduction of a Queensland Health Blueprint presenting strategic challenges and an expectation of improved efficiency and effectiveness in the delivery of health services and enhanced local accountability.
- Arrival of a new Chief Executive.
- The setting of more demanding clinical targets and tying of such targets to funding.
- Ability to generate surpluses for distribution as community dividends in the form of increased services in following years.

Gold Coast Health staff have responded positively to the change agenda and this has been reflected in a wide range of achievements including, but by no means confined to:

- Increased emergency presentations to 125,000 with achievement of 78.2 per cent being seen to within the four hour target compared to 52.5 per cent in 2010.
- 20,000 surgical procedures with 90 per cent being seen to within the time frames recommended by their doctors.
- Endoscopy waiting times reducing from two years to six months.
- Hand hygiene rate over 90 per cent which is 20 per cent above national standard.

Gold Coast Health is in the fortunate position of having developed over many years a solid core of competencies which provides the base from which further improvements can be built.

These achievements and many others have not been easy and have been achieved through team effort and a combination of team and individual initiatives that is reflecting progressive cultural change. However, it is essential that the momentum of cultural change continues

as we prepare to meet future challenges including the transition of autonomy from Queensland Health to Gold Coast Health. This will involve the transfer of all staff, inclusive of entitlements, and all assets to the Gold Coast Statutory Authority.

Central to this change is the need to build upon the partnership between Gold Coast Health and the university sector. The proposed new organisational structure has been developed to capitalise on this partnership potential, whilst simultaneously enhancing the focus on patient safety and integrated care. Structural change is not easy to implement as it includes an element of uncertainty due to changes that impact upon individuals. While Gold Coast Health in the future will be different to that of the past due to the introduction of new clinical services, significant growth and local autonomy, we must retain the strengths built over preceding years throughout this change.

It is imperative that all staff embrace these changes to ensure that we seize the initiative and the many opportunities that will arise out of adopting a positive attitude to building a vision of excellence. There is no better time than the present to pursue this vision, given the current climate of funding growth, the introduction of exciting new clinical services, the completion of a new hospital and the dawn of local autonomy.

Central to the introduction of change is the need to increase the level of clinical engagement within Gold Coast Health. This is an area that we must improve as change in vision can and usually does originate from the leadership group but implementation only comes from a culture of ownership and this in turn requires clinical engagement. Our immediate challenge is to provide a climate where such engagement is encouraged.

Local GP's give thumbs up

Local general practitioners toured GCUH on 14 August, visiting many of the areas they will commonly refer their patients to when the new facility opens on 28 September.

Gold Coast Hospital and Health Service (GCHHS) board member Dr Andrew Weissenberger said the tour was a great opportunity to acquaint key partners with the facility and location before it opens.

"There are so many positive improvements

at GCUH compared to the current facility," Dr Weissenberger said.

"Practitioners will be able to share this experience with the patients they refer here, providing them with confidence in getting to the new hospital when it opens on Saturday 28 September."

Coordinated with Gold Coast Medicare Local, practitioners saw a number of referral areas including imaging, day oncology and outpatient areas.



Local GP's were impressed by the facility on a recent tour.

Physiotherapist helps meet NEAT

Having an extended scope physiotherapist in the emergency department is helping Robina Hospital reach the National Emergency and Access Targets (NEAT).

For the past nine months, Expanded Scope of Practice (ESP) physiotherapist, Deborah Lenaghan has been working as an independent/first contact practitioner in the ED at Robina as part of the Health Workforce Australia funded project.

During this time, approximately 99 per cent of patients seen by Deborah have been assessed, treated and discharged from ED within four hours. Deborah has also reduced their average length of stay to less than two hours and treated more than 1,300 patients.

Deborah said that the expanded scope physiotherapist position in ED had become well accepted by all staff.

"This position helps meet the NEAT target as it keeps the ED flowing and most importantly patients are seen and discharged within four hours," Ms Lenaghan said.

"The best part of having my role in ED is the team approach; I'm part of a bigger team and we work together to make sure our patients get the best of holistic care.

"It's also been great to be able to educate the patients in ED so they can go home confident and with the knowledge be able to self manage their ongoing treatment."

Robina Hospital is one of eight implementation sites in Australia for the project which finishes in December.



Physiotherapist Deborah Lenaghan working with Nurse Practitioner Emma Stoddart in the Robina Hospital ED.

Ward based pharmacists Monique Walker and Snehal Parmar are looking forward to taking pharmacy to more wards.



Pharmacists to be based on wards

Clinical pharmacists will soon be based on all wards at Gold Coast and Robina Hospitals in a move that will improve patient care.

Wards will be serviced by an additional 17 permanent ward based pharmacists who will provide patient care alongside doctors and nurses.

Director of Pharmacy, Liz Coombes said this will improve the pharmacy service within the hospital for both staff and patients.

"Having a clinical pharmacist based permanently on a ward will ensure patients are being prescribed with the best medication for their care," Ms Coombes said.

"It will also allow the pharmacists to be on hand to provide information and education on safe, effective and appropriate use of medication to doctors, nurses and patients.

"This is part of Gold Coast Health's commitment to providing integrated, quality and safe healthcare services for our patients."

The additional clinical pharmacists will rolled out from September.



Strategic Plan sets new direction

Gold Coast Health is setting a new direction for the delivery of healthcare on the coast with the release of the 2013-2017 Strategic Plan recently endorsed by the Board.

With a strong vision to become a world-class provider of public healthcare services, the Service has set objectives to:

- Provide world-class services for patients
- Provide integrated health care
- Engage with Gold Coast communities
- Value and empower our staff
- Ensure transparency
- Optimise utilisation of our resources
- Establish a world-class Health-Knowledge Technical Precinct

Chief Executive Ron Calvert said it was important for the staff and community to have a document which outlines Gold Coast Health's commitment to quality healthcare.

"If we continue to work together with our partners, we can provide integrated healthcare in line with the community needs," Mr Calvert said.

"By our agreeing our core values with our staff this will empower them to strive towards our vision of delivering a world-class service that focuses on the patients and people we are here to serve."

To view the 2013-2017 Strategic Plan, visit: www.goldcoast.health.qld.gov.au

New online community connections

The Gold Coast Health consumer engagement program is about to expand to include an online opt-in health information service.

The new 'email news feed' will give past patients and their family an opportunity to keep in touch with our health service and up to date with information that is important to them.

There will be general and specialist information available by health service/disease type to offer staff a potential audience of several thousand people as the program rolls out over time.

This new information channel could supply patients with a variety of information including new and emerging research in their area of interest, new or changing services, or more general 'what's new in Gold Coast Health'.

The ultimate goal is to build awareness of the services we provide, empower health consumers to get involved in their healthcare and build their capacity to make better informed decisions about their health.

Staff that want to contribute articles are encouraged to contact Tony Matheson, Community Engagement officer on 5519 7636 or email goldcoasthealth@health.qld.gov.au.

You're invited to GCUH community open day

The Gold Coast University Hospital (GCUH) host a community open day on Saturday 7 September from 9am to 3pm.

Staff, their families and the community are invited to come along to the Gold Coast's first specialist hospital for a sneak peek of the facility prior to the commencement of health services on 28 September.

Arrive early to secure a spot on a guided tour of the facility and get the latest information about the hospital and health services. There will be plenty of other activities for all ages, including live entertainment, jumping castles, health partnered interactive displays stalls and food outlets.

To register your interest online and for event information, visit www.goldcoast.health.qld.gov.au

Collapsed lung trial may help reduce patient risk

Gold Coast Health is part of a trial that is researching whether doing nothing for a spontaneous collapsed lung is the same or better than undertaking surgery or similar intervention on a patient.

The study, which originated in Perth, is being carried out over more than 25 sites in Australia and New Zealand with Gold Coast coordinating the 10 Queensland sites thanks to \$50,000 in funding from the Queensland Emergency Medicine Research Foundation.

One of the project coordinators for Queensland, Dr Gerben Keijzers said the study could help change the way patients are treated for collapsed lung in the future.

"A conservative approach to treatment - which means allowing it to heal on its own - may reduce the chance of it reoccurring from 25 per cent to five per cent in the first year," Dr Keijzers said.

"This would also likely reduce hospital admission rates and the risk of infection from undertaking an invasive procedure such as surgery in response to managing a collapsed lung.

"Sometimes doing less may be better for both the patient and the health system.

"That is what we are hoping this research will prove."

Primary spontaneous pneumothorax (PSP) is when the lung collapses due to air in the pleural cavity and is a health problem affecting adolescents and young adults.

It is expected a total of 300 patients will be enrolled, of which 80 patients in Queensland. The study will conclude in 2015 with results expected later that year.

Below: Dr Gerben Keijzers is part of the research trial looking at the treatment of a spontaneous lung collapse.



Tick of approval

Patient information brochures can now receive a tick of approval from the Consumer Advisory Group.

Consumer review of new and revised communications produced by Gold Coast Health staff can help target the message and increase its effectiveness in the community.

The Consumer Advisory Group provide staff with feedback on the content, how user friendly it is and whether it hits the mark on the underlying goal.



For more information on using the tick of approval on your communications, contact the Community Engagement Officer on 5519 7636 or email goldcoasthealth@health.qld.gov.au

Robina ICU leaders in hand hygiene

Robina Hospital ICU is leading the way with hand hygiene with a consistent score of over 90 per cent compliance from January to June.

The team credit their results to a change in culture and the philosophy that it's ok to remind other staff, and it's ok to be reminded.

A standard shift in ICU would require staff to clean their hands on at least 95 occasions.

Infection control representative Trudie Stables said that the more people talk about hand hygiene, the more likely they're going to do it.

"We've seen a big culture shift here in ICU and we've broken down communication barriers between the different professional streams," Ms Stables said.

"We've created a culture where it's ok for a nurse to remind a doctor to clean their hands and vice versa.

"We all make mistakes when it comes to hand hygiene, but if we are alert of our own failings it makes it easier to let others know when they make the same mistake."

Robina Hospital ICU have implemented a number of hand hygiene strategies including marking the 40 alcohol hand rub bottles to gauge which are used more often; conducting a minimum of 15 audits per week; and appointing six hand hygiene auditors.

Other high performing areas in relation to hand hygiene compliance include:



Robina Hospital ICU have achieved over 90 per cent hand hygiene compliance for the past six months.

Robina Hospital

- Palliative Care
- Surgical Unit
- Renal Dialysis

Gold Coast Hospital

- Medical Outpatients Department
- Cancer and Blood Disorders Outpatients Department
- High Care Dialysis
- Specialist Outpatient Department
- Maternity Ward
- Urology/Gynaecology Ward

Training saves lives

Thanks to Basic Life Support Training (BLS) two staff were quick to respond to a patient on their ward who became unresponsive recently.

Quick assessment, great cardiopulmonary resuscitation and prompt application of the Automatic External Defibrillator (AED) resulted in BLS trainers and 3B Immunology Clinical Nurses, Jayde Bidner and Keely Mohr being able to resuscitate a patient experiencing a cardio-respiratory arrest.

Paula Duffy, Director of Nursing, Division of Medicine and Janeen Freeman, 3B NUM were very proud of the efficient and coordinated efforts of 3B nursing staff.

Jayde said the training helped her to effectively and promptly manage the situation.

"Going through the training and becoming a trainer made me feel confident in my ability to know what to do and respond accordingly to the situation."

To attend a Basic Life Support, Train the Trainer workshop, visit: qheps.health.qld.gov.au/goldcoast_nursing



Paula Duffy, Director of Nursing, Division of Medicine, Clinical Nurses Jayde Bidner and Keely Mohr.

Patient positives

PATIENT 2

17 July 2013

All the staff are extremely helpful and accommodating. I am very grateful for all their help and advice they have given me. I am a lot more confident in my rehabilitation and management of my condition after being here.

PATIENT 1

14 July 2013

We could not fault the service and care my husband and myself were given at the hospital.

PATIENT 3

10 July 2013

The staff at Robina Hospital right through from the counter to leaving were outstanding. Thank you for your care.

Fellowship to bring worldly knowledge

The management and diagnosis of Foetal Alcohol Spectrum Disorder (FASD) will soon be a possibility at Gold Coast Health thanks to a Churchill Fellowship.

Clinical Director of Community Child Health, Dr Doug Shelton, was recently awarded the fellowship to study FASD in the United States, Canada and New Zealand with the aim of bringing his knowledge back to be able to provide services locally.

FASD is the leading cause of mental retardation and developmental disability in the western world with prevalence of two to five per cent and up to 100 per cent in some Indigenous communities.

Dr Shelton said there is nowhere in Australia currently that can diagnose FASD.

"At the moment we could be misdiagnosing patients with other conditions when actually they might have FASD," Dr Shelton said.

"Receiving this Churchill Fellowship is a great opportunity to be able to gain knowledge from around the world and bring back to the Gold Coast and hopefully get some awareness of FASD out there in the community and our service."

Left: Dr Doug Shelton will travel overseas to gain knowledge on FASD.



Closing the breastscreen gap

Gold Coast Health staff have been working closely with local Indigenous services to encourage more Aboriginal and Torres Strait Islander women in the community to participate in breast cancer screening.

Recent figures from the BreastScreen Queensland Gold Coast Service showed 61 per cent of local Aboriginal and Torres Strait Islander women aged 50 to 69 had a breastscreen in between 2010-2011.

During the 2012/13 financial year, the local breast screening service worked alongside Queensland Health Indigenous Health staff at Gold Coast, Beenleigh and Beaudesert, with external agencies Kalwun Development Corporation and Mununjali Housing and Development Company, to educate women about the importance of early detection and encourage more women to attend this health check.

BreastScreen Queensland Gold Coast Service Health Promotion Officer, Julia Foreman, is pleased with the community response received.

"Feedback from participants involved with project activities was very positive. We have already seen a 39 per cent increase in the number of Aboriginal and Torres Strait Islander women aged between 50 and 69 years whom have visited our Gold Coast Service for their breastscreen during the last financial year, compared to the previous period," Julia said.



Cultural leaders steppin' out

Multicultural community leaders across the Gold Coast recently toured the new Gold Coast University Hospital.

Representatives attended from the Islamic Society, Multicultural Arts Group, Multicultural Communities Council Gold Coast, the Migrant Centre Organisation, Commissioner of OCAC Taiwan, Chinese Business Women of Australia, Diversicare Gold Coast, Gold Coast Chinese Christian church, Native Australian Israelian Community, Filipino Australian Community Gold Coast and Catholic Filipino Australian Chaplaincy Gold Coast.

Mrs Elsie Smythe, President of African Communities Association Gold Coast, was more than impressed with the professional look and feel of the new hospital.

"I think the people of the Gold Coast will be very impressed with the liberal space and quality of the service that will be delivered in this hospital," Elsie said.

The community day on 7 September will be the last opportunity to see the hospital before staff and patients move in on 28 September.

Aboriginal and Torres Strait Islander Health community members visit GCUH

Aboriginal and Torres Strait Islander Community members were provided with a sneak peak of the new GCUH facility along with a presentation provided to the Karulbo Partnership members.

Community Elders Aunty Joyce Summers, Aunty Lana (Boondi) Williams, Aunty Laura Peacock, Aunty Daphne Houston accompanied Gold Coast Health staff and community members from local service providers Kalwun Health Service, Gold Coast Medicare Local and Gold Coast Drug Council – CLAIS on the tour.

Melissa Browning, Coordinator of the Aboriginal and Torres Strait Islander Health Service, GCHHS said that feedback from Elders and community members was positive and everyone was excited to visit the facility.

Community Elder, Cultural Awareness Facilitator and Artist Aunty Joyce Summers was impressed by the building and the display of Aboriginal artwork when GCUH opens in September. Aunty Joyce felt that community members would feel comfortable accessing the Hospital particularly with the proximity to transport for regular public transport users.



GCUH impressed Aboriginal and Torres Strait Islander Health community members on a recent tour.

Consumer seal of approval

Members of the Gold Coast Health Consumer Advisory Group (CAG) took one of the last opportunities to tour the Gold Coast University Hospital as it receives its finishing touches.

Ms Rhonda Wang, CAG member commented on the finish of the new hospital.

"It must certainly be up there with the best in the World and some people say it is THE best in the World," Ms Wang said.

The CAG has been involved from the initial viewing of a complete mock patient room in 2009 where they supplied feedback from a consumer perspective. Now four years later they are walking into the real thing to see the final result.



Multicultural leaders on the helipad at GCUH.

First Foundation Day a success



On 17 July we held our very first Foundation Day. The day started with a grants ceremony to award our annual education and research grants to GCHHS staff. As hoped it was a great opportunity for the Foundation team to meet Gold Coast Health staff and learn more about your work, which is so valuable for our conversations with supporters.

The Foundation team then visited staff at Gold Coast and Robina hospitals to give out teddy bears and gift baskets to patients.

A massive thank you to our volunteers Camille and Adrian (pictured) who put the baskets together with the support of local businesses.

We look forward to Foundation Day 2014 — please let chris@gchfoundation.org.au know if you have any ideas on how we can make next year even better.

Farewell to Sheila and Dennis

Thank you to our long term volunteers — We couldn't have done it without you.

Every Tuesday and Thursday, for the past 10 years Sheila and Dennis operated the Gold Coast Hospital Foundation's shop in the foyer of the Gold Coast Hospital selling hand-made goods donated by local residents; raising more than \$100,000 for the Foundation.

Sheila and Dennis shared a passion for helping their local community and it's only through their hard work and dedication that the Foundation was able to fund so many important research, education and equipment grants over the past decade. Sheila and Dennis finished in June and we wish them all the best and on behalf of hospital staff and patients thank them for their outstanding contribution to the Gold Coast community.



Mother and daughter, dental therapist Janelle and speech therapist Chloe Walton completed the 10km run in just over one hour.



Winners are grinners — Pharmacy had the most staff participating in the marathon.



Dr Christa Bell finishing the 10km run.

Education and Research grants awarded

Thirteen grants were awarded to staff on 17 July as part of the Gold Coast Hospital Foundation's 2013 Education and Research grants.

The Foundation received a number of impressive applications and as always the decision was a difficult one for the panel.

The thirteen grants totalled \$43,500 and included:

- \$2,000 for a health professional to attend a two-week course on diabetes education and management. Diabetes is the fastest growing disease in Australia and this course will benefit an estimated 1,300 patients per year.
- \$9,631 for research to assess the impact of combined malnutrition and surgical delay on patients admitted to Gold Coast Hospital with hip fractures. Estimated to benefit at least 180 patients per year.

"We are proud to support the work of such a dedicated and skilled team of health professionals — their commitment to patient care is inspiring. Thank you to the community. Your donations make our work possible," Gold Coast Hospital Foundation Chief Executive, Kim Sutton, said.

For details on how to apply for Foundation grants, visit: www.gchfoundation.org.au/grants



Gold Coast Health at the marathon

Congratulations to the 69 Gold Coast Health staff who participated in the Gold Coast Airport Marathon on 6 – 7 July.

Participating staff received health and wellness packs thanks to sponsorship from Bupa.

Pharmacy took out the prize for the department with the highest number of participants with 14 staff. The team won a Withings, The Smart Bodyscale, which has Wi-Fi network connection and allows weight and body composition measurement that can be displayed on SmartPhone, Mac or PC. The Smart Bodyscale will provide a visual incentive for staff to monitor their health.

Next year we hope staff representation in the Gold Coast Airport Marathon will be even bigger so start thinking now about how your work area can get involved. Email your ideas to Team_Health@health.qld.gov.au



CERU improves patient flow

Since opening their doors, Gold Coast and Robina Hospital's Clinical Equipment Resource Units (CERU) now centrally manage more than 1,500 pieces of clinical equipment.

CERU was introduced to improve the management and access to clinical equipment and to provide advice and support to staff.

In May this year, CERU managed 8,956 equipment movements which is an average of 288 movements per day.

"By centrally managing the movement of equipment we can ensure it is used efficiently and effectively and that it's cleaned, checked and tested between each use," Nurse Unit Manager Jacelle Gorman said.

"This ensures that infection control procedures, equipment maintenance and patient and staff safety can be significantly improved.

"Most importantly, patient care and flow is not interrupted by equipment such as Infusion Devices being unavailable.

"It's been encouraging to see staff embrace this model of equipment management which minimises the time nurses spend locating equipment."

With the opening of Gold Coast University Hospital, CERU will manage ceiling hoist slings, wheelchairs, beds and mattresses and some clinical consumables including high cost, low use dressings.

Following the success of the Resuscitation Cart exchange program at Robina Hospital the program will also be introduced at GCUH. This program ensures access to standardised emergency equipment and decreases the 'down-time' of re-stocked carts between use.

To contact the Clinical Resources team phone: Gold Coast Hospital 5519 8632 Robina Hospital 5668 6215

Getting to GCUH

Getting to GCUH will be easy with a number of options available to staff, patients and visitors.

A multi-storey car park will provide more than 2,200 under-cover car parks to staff, visitors, patients and their families.

The tariffs and conditions of parking will be determined by the operator, Secure Park including staff rates, and a maximum casual parking rate for any 24 hour period expected to be approximately \$16 (incl. GST). This figure is indicative only and subject to change and CPI increases. Motorcycles and mopeds are subject to the same parking conditions and tariffs as other motor vehicles parking in the facility.

Fortnightly staff parking passes will be available through salary packaging and staff may also purchase books of 10 parking tickets.

Staff will also have exclusive access to bicycle parking which includes end-of-trip facilities such as showers and changing rooms.

Car and bicycle prices will be confirmed closer to the move date. More information about cost and payment options will be available on the Secure Park website:

www.secureparking.com.au

GCUH has passenger set-down areas conveniently located outside the front entrance of the hospital and designated taxi zones in close proximity. Public transport is also available. Visit: www.translink.com.au



Access GCUH

All Gold Coast University Hospital (GCUH) staff will receive a new proximity and ID card one week before the move.

The hospital has been fitted with electronic access control to manage and prevent unauthorised entry to restricted work areas. Staff who will be working at the GCUH will require a proximity card (also known as prox card, swipe card or access card) to gain entry to their designated work area.

The new proximity cards will also be used as ID cards and employee details will be printed on one side of the cards for easy staff identification.

Work is currently underway to produce and distribute the new cards through line managers and move champions one week prior to the move.

The essentials

Keep an eye out for the GCUH Essential Guide launching in early September. The guide will provide staff with important information to help you settle in, including phone numbers, maps, emergency procedures and all the facilities available at GCUH.

Stay up to date with all move information by visiting: qheps.health.qld.gov.au/gldcoast

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Have you got a story to share?

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www.goldcoast.health.qld.gov.au

