

healthwaves+

DECEMBER / JANUARY 2011/12

GOLD COAST HEALTH SERVICE DISTRICT NEWS

Looking forward

Message from Adrian



2012 will be a year of preparation, planning, development and change in health services on the Gold Coast.

The completion of the Gold Coast University Hospital is only one year out and this building truly represents the future of healthcare for the city. I therefore thought it appropriate in my last column for Healthwaves this year to consider the giant steps the District has taken in 2011 and consider the ones we are about to take in 2012.

More Services – A number of brand new patient services are continuing to grow within the impressive Robina Hospital. The clinical measurement unit opened its new tilt table which means patients no longer have to travel to Brisbane for a range of diagnostic assessments.

The falls and balance clinic has also commenced at Robina while the ongoing review of Specialist Outpatients will result in more patients being seen across a range of specialties throughout the District. *(cont'd on page 2)*

INSIDE THIS ISSUE

- 2** Aged care disaster planning
- 3** New services at Robina
- 6** International conference bid
- 7** Elders input sought on health
- 8** Staff Excellence awards wrap up

eMR goes live - now at Robina and Gold Coast Hospital



(Cont'd from page 1)

Finally the opening of the Robina Health Precinct during the first half of next year will mean more community health services based closer to the hospital.

Health Reform – The biggest change next year will be seen in July with the introduction of the national health reforms. The new Local Health and Hospital Network will see the District transformed into a statutory authority reporting to a Governing Council.

The direct impact on patient services is minimal, however there will be opportunities to develop new models of care in partnership with the Medicare Local – another new body introduced under the National Health Reform Agreement.

www.health.qld.gov.au/health-reform

Working Smarter – Enhancements to data collection and measurement in decision support services (DSS) continues to reap benefits. Clinical resource use is an example of how better monitoring can inform quality care delivery. The savings can then go towards other services.

An example of an effect of the LHHN is the changes to funding structures (eg activity based funding) as revenue generation will become an essential part of service delivery. This means developing cost effective methods of capturing potential resources through accurate recording of patient care, named referrals and improved record keeping will be a priority.

More Technology – The electronic medical record was introduced at Robina Hospital with great success. The program has moved onto Southport and next year further enhancements will continue with the statewide eMR program. The shift in work practices is significant and we thank and credit all affected staff for embracing the program so readily. qheps.health.qld.gov.au/goldcoast/transformation/emr.htm

Communication – 2012 will bring new changes and features for the District QHEPS site including a fresh new home page, access to an executive site and a range of new divisional pages which will help the transition to the GCUH.

The Clinical Council also plans to increase its profile and build links to the community utilising a new clinical engagement strategy. Their role as the peak clinical advisory body to the CEO will be integral to the preparations for the Local Health and Hospital Network due to roll out in July 2012.

Snapshot – With the many projects and developments underway it is important to take stock of where we are now and celebrate our progress on this journey of transformation. A short video has been created to do just that with the added benefit of providing a useful resource to support staff in presentations, conferences, expos or orientations. For a copy of the two minute video please email

GCH_Public_Affairs@health.qld.gov.au

Here's wishing you and your family a safe and happy holiday season.

GCUH 'early' room reviews

Dozens of staff are currently participating in 'early' room reviews at GCUH, giving them an opportunity to review room functionality against original architectural designs.

'Early room review' (ERR) rooms have been built outside the programmed construction sequence in order to ensure the design and equipment layout meets the intended functional requirements of that space.

Director of Facilities Planning and Development Kaylene Sutherland said that this quality process provides the opportunity to identify any major issues prior to constructing multiple rooms of similar design.

"ERR rooms were chosen based on the complexity of a room, for example, an operating theatre, or on multiple room layouts, such as a standard patient bedroom," Ms Sutherland said.

"While most design issues are resolved in the planning phases, there is no substitute for reviewing the finished product," she said.

"For example, there may be an issue with the way a door swings, a monitor may not be positioned correctly or power points may not be in the best location for functionality.

"With over 8000 rooms at our new hospital, early room reviewing is our best chance to get the best possible outcome for both the builders, and those that will be using the spaces in years to come."



Concept image of standard patient bedroom

(L-R) Peter McNamee, Michael Aitken, Jo Timms, Jan Frost, Don Staines



Aged Care take steps to prepare for Summer storms

Gold Coast Health, in partnership with the Gold Coast City Council, are inviting registered aged care facilities to participate in disaster management planning days in preparation for the upcoming summer storm season.

The first planning day was recently held at Southport and focused on working with Aged Care facilities to develop an emergency contingency plan and was attended by over 20 representatives.

The idea was championed by Assistant Director of Nursing Jo Timms and Assistant Business Manager for the Emergency Department Jan Frost.

"Taking into account the Queensland flood disaster at the start of the year, the recent nursing home fire in Sydney and weather predictions the upcoming storm season could be just as bad as summer 2011, it is clear the Gold Coast needs to be prepared," Jo said.

"By inviting Aged Care representatives to these planning days, we can take the first steps to develop a coordinated approach on evacuation procedures.

Emergency & Disaster Management achieved an EA rating in Accreditation, see page 3.

New tilt table testing service for Robina Hospital

A new Tilt Table Testing service is now accessible to patients through the purchase of \$600,000 worth of new medical diagnostic equipment in the Clinical Measurements Department at Robina Hospital.

Previously only available at the Royal Brisbane and Toowoomba Hospitals, the table tilts patients up to an angle of 80 degrees while blood pressure and heart rate are monitored to help determine the cause of recurrent blackouts and dizzy spells.

Director of Clinical Measurements Vivek Kulkarni, said other services being

rolled out at the new department included a Lung Function Laboratory, specialist echocardiography services and Electroencephalography (EEG) testing to measure electrical activity in the brain.

A team of specialist clinicians are staffing the new Clinical Measurements Department

including a Respiratory Scientist, Cardiac Scientist and a specialist EEG technician.

"The tilt table testing is brand new to the Gold Coast and is one of only three in Queensland," said Mr Kulkarni.

"Dizziness is a common complaint, but once we have identified the cause we can eradicate or dramatically reduce the frequency and intensity of symptoms – so the tilt table testing is extremely important.

"Similarly, the other new services will mean that patients at Robina Hospital will no longer need to be transferred to Southport for some of their tests which will increase the efficiency and speed of treatment."



Patient Jill Armstrong on the new tilt table with Cardiology and Clinical Measurements staff (L-R) Dr Niranjan Gaikwad, Vivek Kulkarni, Marianne Brassingthwaite, Luke Shanahan, Michelle Carter, Barbara Leighton and Dr Selva Niranjana.

Access and Flow

The Patient Journey project (PJP) continues to improve Health service provision after identifying the need for a multidisciplinary, whole of District approach to patient flow.

The outcome led to the creation of the District Access and Patient Flow Unit which combines a number of existing roles and expertise.

The Unit's approach reflects the philosophy that Patient flow is everyone's business and therefore the team will be working in close partnerships with clinical services.

The unit consists of acting director Dr James Lind, Lean thinking, TCPAFF, Southport and Robina based bed managers and divisionally based patient flow roles.

"Our aim is to improve the system so that the district goal of improving patient care through reduced access block can be achieved," said Dr Lind.

"It's about ensuring that the right patient receives the right care, in the right place, at the right time."

The Unit will also provide a district wide focus for the continued implementation of solutions generated through PJP, many of which are now delivering results through the great commitment of clinicians.

For more information call **0419 825 722** or keep an eye out on **QHEPs**.



Patient Wayne Austin took part in the audit

Medical students get hands on in Patient Safety

A joint venture between Gold Coast Health and Bond University faculty of medicine has seen medical students volunteer their time to help assist with the annual District patient safety audit.

80 medical students took on the challenge of reviewing 850 beds across the Districts main facilities – Gold Coast Hospital, Robina Hospital and Carrara Health Centre.

"Having the medical students has been good for us and them. For many this is among their first exposure to patients," said Director of Clinical Governance Susan Brandis.

"Exercises like this help instil the importance of patient safety and quality improvement early on."

Under the guidance of doctors, nurses and allied health staff the medical students assessed eight areas including bed safety, medication safety, infection control, correct patient identification, malnutrition, fall prevention, recognition and management of deteriorating patients and pressure injuries.



Members of the Access and Patient Flow Unit at work



Lifetime of experience recognised

With 30 years of dedicated work in the treatment of critically ill patients, the Nurse Unit Manager of the Gold Coast Hospital Intensive Care Unit Michelle Foster, was still shocked when receiving the life membership to the Australian College of Critical Care Nurses (ACCCN).

In front of her peers at the Annual General Meeting of the College, Michelle became just one of 30 life members in the organisation to be presented with the award.

"It was a complete surprise and an absolute honour," Michelle said.

"It is a very humbling experience when all the hard work you put in gets recognised."

Joining the District as a student nurse back in the late 70's, Michelle has worked in the ICU since 1982, becoming the Nurse Unit Manager in 1991.

Developing her skills in the area, Michelle joined the ACCCN to improve critical care practices nationally and internationally.

"I developed a real passion caring for critically ill patients and their families in my third year of being a student nurse,

"It is all about supporting the patients and their families through both the good and the bad times."

Michelle said one of the greatest joys in her position is to see staff come through the ranks and develop professionally, to go onto bigger and better things.

"I come to work each day for the staff, knowing I work with some of the best and brightest"

It was not a surprise to many that Michelle made a special thanks to her partner in crime Nikki Murphy, as they have both now worked together in ICU for the past 20 years.

Left: Life member of the Australian College of Critical Care Nurses, Michelle Foster

Oral health meeting of minds

More than 150 dentists, hygienists, dental technicians and assistants, prosthetists, administrative staff and other oral health professionals from the Gold Coast Health Service District gathered at Bond University for the first annual Oral Health All Staff Day.

Attendees to the day met for professional development, planning and discussion and heard presentations on a variety of topics ranging from oral medicine to forensics.

Operations Manager of Oral Health Services Marie-Anne McNamara said oral health services were dispersed across the District at 32 sites, which posed special challenges for the service.

"One of the aims of the day is to support staff by providing them with a forum where they can meet their peers and interact with others in their field," said Ms McNamara.

"It also allows them to continue their professional development and provides the opportunity to accrue extra continuous education points for attending the conference."



Attendees at the Oral Health All Staff Day Back row (L-R): Jodie Littleboy, Tony Lombardo, Marie-Anne McNamara and Dr Robert Pegram. Front row (L-R): Jan Curry, Dr Katherine O'Donoghue-Scarce, Lisa Carton and Beverley Close.

Patient Positives

Patient 1: My daughter was treated at the Emergency Dept at Robina Hospital. The care she received – from the initial contact at reception, to the Triage Nurse, the Doctor, X-ray and nursing attendants – was exceptional. This was a fast, efficient service and the attitude of all the staff was friendly and positive.

Patient 2: I was admitted with what I thought was a severe asthma attack, but turned out to be a lung infection. Would you please thank the Doctors and Nurses on my behalf for the wonderful care that I received during my time at the hospital. Having seen for myself the excellent service provided for all the patients I cannot see why any person can complain about our public hospitals.

Patient 3: On Wednesday afternoon I came to the Emergency Department with an infected elbow. Triage was smooth and effective, then the Doctor sorted out my pain. Very impressed with the service and facilities. Thanks for the great help, would come here again and recommend to all.

NHMRC

A team of researchers lead by the Clinical Chair in Midwifery Professor Jennifer Fenwick and Associate Professor Anne Sneddon has recently been successful in securing funding through the National Health and Medical Research Council (NHMRC).

The grant will fund a study focused on recruiting and training midwives to provide counselling and education about birth choices to fearful women during pregnancy.

The 'intervention', developed by team member Professor Jenny Gamble, enables women to work through fearful elements of childbirth, review their expectations/ experiences and develop a realistic plan.

The team predicts women receiving the antenatal midwife-led psycho-education



Professor Jennifer Fenwick and Professor Jenny Gamble

intervention will report less fear, feel more confident and prefer a normal birth.

The grant will go along way to assisting the District in further developing a research culture at its facilities.

Open house success for Central Energy Plant

District staff made their way to the Gold Coast University Hospital (GCUH) site to celebrate a major project milestone in the completion of the Central Energy Plant.

The Central Energy Plant is the first building to be completed at the GCUH site after a long 34 months of construction.

The 'open house' tour was a once only opportunity for staff to view the extensive multi-million dollar equipment that will be essential to the operation of the new hospital and surrounding precinct following the move in 2013.



Gold Coast Information Division team on tour in the Basement of the Central Energy Plant.

Service line planning comes to a close

Service line planning is set to wrap up by Christmas after key executives and transition managers met for a workshop to review planning already completed on the 18 key service lines.

Project Director Clinical and Support Services Toni Peggrem noted the planning has resulted in a new shared understanding across and between service lines, and a better understanding of the process itself.

"Departments and their staff have banded together to map out how they work now, and how they will work into the future," Mrs Peggrem said.

"The process will help enable us to expand and introduce new services for the community more readily," she said.

"We'll also be in a great position to consult with our primary care partners early next year, inviting their comment on the future directions of our services."

New Clinical Equipment Unit for Robina Hospital

Access and management to clinical equipment for staff at Robina Hospital has got easier with the launch of a new Clinical Equipment Resource Unit (CERU) in early November.

CERU, which is new to the Gold Coast Health Service District, provides an equipment loan service to all clinical areas at Robina Hospital and ensures the efficient distribution, testing, cleaning and maintenance of clinical equipment.

The service is already managing more than 200 pieces of equipment such as Alaris GP and GH Pumps, patient hoists and slings (also Liko), pressure relieving mattresses and bariatric wheelchairs.



The CERU team are ready to help with all your Robina Hospital equipment needs (back L-R) Krystal Cruz, Jayne Crossley, Jeremy Cunningham (front L-R) Daniela Jackson and Jacelle Gorman.

Located on the ground floor of H Block in Robina Hospital, CERU is open from Monday to Friday, 7.30am to 8.30pm and on weekends from 7.30am to 3.30pm.

For more information contact Administration Officer Jeremy Cunningham on **5668 6215**, Clinical Nurse Daniela Jackson on **5668 6623** or Assistant Nurses on **5668 6610**.



Community consultation has commenced to assist in the long term outcome for Gold Coast Hospital.

Community consultation ongoing for Gold Coast Hospital

The first initial phase of community consultation for the future development of Gold Coast Hospital closed on 18 November.

The initial response to the consultation process revealed a strong community interest with over 350 submissions received.

The submissions will form part of the decision-making process to determine the future development of the site.

A range of additional communication and community engagement opportunities will occur over the next few months to ensure the community has the opportunity to contribute and inform the process.

To receive project updates, complete the online subscription form on the Department of Local Government and Planning's website dlgp.qld.gov.au/local-area-planning/gold-coast-hospital-site.html

Alternatively, general feedback will still be considered and is welcome by emailing goldcoasthospitalsite@dlgp.qld.gov.au. or by calling 1800 093 903 (free-call) during business hours Monday-Friday.

GCHSD Mental Health feature again in the 2011 achievement awards

GCHSD Mental Health, Alcohol and other Drugs have taken out another award at the 2011 Queensland Mental Health Achievement Awards.

Gabrielle Vllic took out the 'Consumer/consumer organisation' award, topping off what has been a great year for GCHSD Mental Health.

The Minister for Health, the Honourable Geoff Wilson MP presented the awards and was joined by leaders from across the mental health sector in recognising those outstanding Queenslanders whose efforts over the past year have improved the lives of people living with mental illness.



Dr Laetitia de Villiers and Dr Hal Rice in the Angiography suite at Gold Coast Hospital

BreastScreen celebrates 20 years

110, 000 patients and 424, 000 screenings later, BreastScreen Queensland Gold Coast Service is celebrating 20 years of saving lives.

Long term staff, volunteers and original members of the team were invited to celebrate the milestones at a function at the BreastScreen office.

The highlight of the day was guest speaker and Nurse Counsellor Mary Grantham in giving a touching address to all in attendance.

Mary played an integral role in setting up the local breast cancer screening and assessment service in 1991, but became a patient herself after receiving a breast cancer diagnosis four years ago following her routine breastscan appointment.

Mary was one of 28 staff members and five volunteers who were recognised for 10 to 20 years of commitment to the BreastScreen Queensland Program.



(L-R): Long term District volunteer Olive Bowly, Nurse Counsellor Mary Grantham and BreastScreen Queensland Gold Coast Service Director Dr Ellen Dooris.

Hal and Laetita fight for the WFITN

Gold Coast Health's two Interventional Neuroradiologists are fighting it out on the international stage to win the bid for the Gold Coast to host the 2015 annual World Federation of Interventional and Therapeutic Neuroradiology (WFITN) conference.

Dr Hal Rice and Dr Laetitia de Villiers recently attended the 11th annual conference in Cape Town, South Africa, representing Australia and to launch their bid on behalf of the Gold Coast.

Facing competition from around the world, both Hal and Laetitia left no stone unturned in their efforts to win the rights to host the event.

Their presentation included a high quality video focusing not only on the Gold Coast lifestyle, but the future of Health on the Gold Coast and their work in creating a busy, dynamic and highly regarded interventional and neuroradiology department.

To review their bid visit <http://goldcoast2015.com/index.php>

Foundation update

WOOLWORTHS ADDS DISTRACTION FOR CHILDREN ON THE GOLD COAST

In a recent internal funding review, Woolworths found that almost one third of all funds raised came from the Gold Coast.

Using this data and liaising with Area Manager Michael Wiegman and his team of 17 centre managers from Logan to Broadbeach, Woolworths conducted a number of new regional support programs trials on the Gold Coast

The trial involved a raffle and display within each store and ran on a brief three week period during November, raising \$16,000 for the Children's Wards at GC Hospital.

Michael Wiegman presented the cheque to Director of Paediatrics Dr Susan Moloney and spoke of the enthusiasm of the staff at Woolworths stores and the morale this type of work helps to build.

The funding will be put to good use in the purchase of a number of new 'ditto' machines.

The 'ditto' uses distraction as an effective pain management solution by focusing the patients mind on the interactive machine.

In what can be contrasted to that of a entertainment system, the ditto utilises touch screens, colourful marker keys and response to physical movement to take the patients minds off their pain and surroundings.



Dr Susan Moloney accepting the cheque from Michael Wiegman



The elders who attended the day.

Aboriginal and/or Torres Strait Islander Elders Consultation

Indigenous Health Service have been consulting with the Gold Coast Aboriginal and Torres Strait Islander Elders on the direction of indigenous health service delivery.

Aboriginal and Torres Islander's life expectancy rates are dramatically lower than non-indigenous, highlighting the importance of these consultations.

The local Elders have indicated that they are pleased to see the GCHSD is working towards improving a number of indigenous health services.

Some of the goals include improving rates of Indigenous Identification by working with front line staff around data quality, developing cultural specific programs and promoting a culture of pride.

For more information on Close the Gap please visit:
<http://www.oxfam.org.au/explore/indigenous-australia/close-the-gap>

Flinders Chronic Care Management Program

The GCHSD is now hosting a 12 month program providing integrated two day training workshops based on the Flinders Chronic Care Management Program.

The program aims to further supporting people/carers who live day-to-day with a chronic disease by identifying how services could better work together in sharing the same patient/client-centred generic assessment.

By inviting organisations such as Ozcare, Spiritus, Bluecare, GPGC as well as GCHSD staff, a care plan is carefully formulated for clients based on how health services could assist using a share measurable assessment.

By completing the workshop, participants are required to submit a post workshop

care plan using the Flinders assessment tools to gain their competency CCSM Flinders University certificates.

Seven health professionals have also taken advantage of the program to gain their certificate of competence to become Accredited Flinders CCSM Trainers themselves.



Volunteers and participants together at the first workshop in September

Physio's demonstrating leadership through fitness

Written by guest writer Leanne Kay

As a Queensland Health Physiotherapist, my mission is to help create better health for all Queensland Health clients and employees.

To demonstrate my commitment to one of Queensland Health's core values, leadership, myself and a group of nine other Physiotherapist working at Robina have joined together to act as role model's for clients and colleges through fitness.

Each employee started by completing the 'Beep Test' to measure their base level of fitness and we all will be reassessed in early January to measure our improvements.

Group training sessions have commenced weekly for those individuals that wish to train together and help foster this team environment.

Family members and other employees have joined in our mission and even our rehabilitation clients have taken an interest by showing interest to improve their own fitness.

A team of 25 Physiotherapists at Southport has also been inspired to begin a core endurance and training program for one month.

With a small personal commitment from our team, we can see the potential to achieve significant improvements in both staff and client's health and fitness.

If you are interested in ideas to improve health and fitness in your area contact the physiotherapy department - **PH: 5591 8460**



Members of the physiotherapist team leading through example



(L-R) Fayleen Turner, Andrew McFadzen, Yuko Yokoi, Jacob Darch, Sue Giddins and Yukiko Matsushima.

Host Site for Japanese Researchers

Two Japanese Clinic Researchers have completed a short stint as guests of the Division of Medicine Research Unit at the Gold Coast Hospital.

Visiting from the Keio University in Tokyo, Assistant Professor Yukiko Matsushima and Clinical Research Coordinator Ms Yuko Yokoi observed the District's clinical trial work practices.

Jumping on the opportunity, the dedicated trials staff showed off clinical trial areas including Cancer Services, Cardiology and Haemodialysis.

This visit has set a positive direction for future research partnerships.

STAFF EXCELLENCE AWARDS



Queensland Government



Wise use of our Resources – Winners:
Northside ATODS



Growing Performance through our People and
Teams – Winners: Renny Erwin



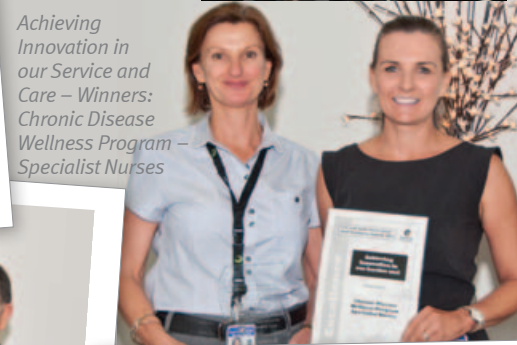
Queensland Health Director
General Dr Tony O'Connell set
the scene for the day ahead



Engaging our
Community &
Stakeholders –
Winners: Indigenous
Respiratory Initiative
Working Party



Access and Flow – Winners: Antenatal Clinic,
Maternity Home Visiting Team & Child Health Services



Achieving
Innovation in
our Service and
Care – Winners:
Chronic Disease
Wellness Program –
Specialist Nurses



CEO – Living Our values – Winner: Alistair Ross-Taylor



Esprit de Corps – Winner: Emilio Capone



Improving our Safety, Wellness
& Quality – Winners: MRSA Zero
Tolerance on the Renal Ward
Project Team



Executive Director of Allied Health services
Morven Gemmil chaired the last session of the day



healthwaves+
GOLD COAST HEALTH SERVICE DISTRICT NEWS

Published by GCHSD Public Affairs

Editor Amanda Noonan, Director Public Affairs
Phone (07) 5519 8733
Email gch_public_affairs@health.qld.gov.au
Web qheps.health.qld.gov.au/goldcoast/pa

Have you got a story to share?

Submissions for the next edition
are required by **20 January 2012.**

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