

Director Cardiac Surgery Ben Anderson (right) and his team are building the next major new tertiary service to be delivered to patients at GCUH.

Gold Coast Health
Building a healthier community

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GOLD COAST HOSPITAL AND HEALTH SERVICE NEWS

Cardiac surgery commences

When Director of Cardiac Surgery Ben Anderson talks about commencing heart surgery for public patients at GCUH, his focus is firmly on building a cohesive team.

"We are in the process of training up our staff to perform this complex surgery in a new environment," Dr Anderson said.

Dr Anderson and his team are already performing heart surgery on public patients in Gold Coast hospitals for the first time.

"At this point we have operated on over 10 public patients in the local private hospitals but our goal is to commence the surgery at GCUH from late January," Dr Anderson said.

Gold Coast Health is now funded to deliver cardiac surgery for the first time which means many local patients will no longer have to travel to Brisbane for surgery.

"We are working closely with our partners at Princess Alexandra Hospital and in the private sector as we build up our capacity to undertake work here at GCUH."

Over 300 patients a year from the Gold Coast catchment are currently being treated in Brisbane. The opportunity to expand complex cardiac treatment including more complex interventional work is dependent upon providing cardiac surgery in our hospital.

"The challenges of starting a new unit in a regional area are different to a metro hospital and so we are working with private and public sector specialists to increase our local capacity gradually," Dr Anderson said.

"The most important aspect of growing complex services is the safety of our patients."

We require specialist nursing and allied health staff, anaesthetics, perfusionists, and intensive care specialists as well as high level support from areas including infection control, environmental services, infectious diseases, education and training.

For more information on other new services, see pages 4 and 5.

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Payslips

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Staff who have registered for PSS, all Department of Health and new staff will no longer receive paper payslips.



Boardnews

Message from the Chair – Ian Langdon



Building a Gold Coast Health brand

The issue of “brand” is not often associated with public health but it

should be. We all understand the value of brand recognition in the commercial world where consumers who have confidence in the integrity of a brand will be attracted to the product or services under the brand umbrella because history has shown that the brand delivers what it promises.

Confidence is also relevant to a community accessing public health care and we at the Gold Coast are well positioned to build a reputation for excellent care and service, in other words to build a brand that generates confidence amongst our patients and pride amongst our staff.

Brand recognition is not merely “public relations hype”, to be real it must have substance and this means not only in providing excellent service it also means identifying and then removing inadequate and poor service. A strength of Gold Coast Health has been the willingness of our clinicians to report incidents where there is room for improvement and then to initiate the necessary changes.

We now need to promote our achievements in order to build community confidence in public health services. Some recent media reporting has not been kind and in many cases has not been accurate however the remedy is to continue to perform and deliver, in the long term the Gold Coast Health brand will be synonymous with excellence and clinical integrity, we have the advantage of starting from a strong base.

Primary health care agreement endorsed

The Board has endorsed a primary health care protocol between Gold Coast Health and the Gold Coast Medicare Local, a non profit, independent company tasked with improving the health and wellbeing of the local community.

The protocol was developed in collaboration with local primary health care representatives and Gold Coast Health, including Board member and local GP, Dr Andrew Weissenberger.

Dr Weissenberger said the focus of the document was developing programs to better coordinate care for patients between the acute hospital and primary care settings.

“We want to improve access to health services that best suit individual needs including the avoidance of hospital admissions where possible.

“Improving communication channels between health providers particularly at key times such as when a patient is discharged from hospital is another focus,” he said.

Chief Executive Ron Calvert said the partnership with the GCML was important.

“We are working together to reduce presentations to hospital related to chronic disease and finding better ways of integrating care among health providers,” Mr Calvert said.

Hospital gifts to Sanctuary

Gold Coast Health is helping a different kind of patient - the four-legged, feathered and furry kind by donating some redundant human hospital equipment to the Currumbin Wildlife Hospital.

Items including endoscopes, IV poles, stainless steel trolleys, office furniture and white goods which were gathered from the empty wards of the now closed Gold Coast Hospital and donated to Dr Michael Pyne and his team at Currumbin Wildlife Hospital.

Gold Coast Health Board Chair, Mr Ian Langdon said the service cared for the health of all living beings.

“Our business deals with a different kind of patient so it’s pretty rare that we would normally be able to help injured or sick animals,” Mr Langdon said.

“This donation will help the Sanctuary continue the great work they do in helping sick and injured animals.”

Currumbin Wildlife Sanctuary Senior Veterinarian, Dr Michael Pyne was very excited to have an endoscope that will make the examination of birds and other animals a lot easier and less stressful for the patient and will enable hospital staff to remove hooks and other foreign objects without the need for surgery.

Board Chair Ian Langdon with Senior Veterinarian Dr Michael Pyne with some of the equipment donated to the Currumbin Wildlife Hospital.





General Practice Liaison Officers Dr James Collins and Dr Kate Johnston are helping to better link patient care among health providers.

Avoiding hospital admissions

The benefits of working closely with the primary care sector were recently highlighted in a national report suggesting many patient admissions to hospital are avoidable.

The Healthy Communities: Selected potentially avoidable hospitalisations 2011-2012 estimated there were 635 thousand admissions for 21 conditions across the country which potentially could have been avoided.

A joint initiative by our community health service and acute respiratory clinicians targeting respiratory patients with chronic obstructive pulmonary disorder (COPD) who had been admitted in the previous 12 months was able to reduce hospital admissions for this cohort by 25 per cent.

Following the success of the initiative known as the COPD Winter Wellness program, a follow up program has been developed with the support of the Gold

Coast Medicare Local and negotiations are being finalised with a non-government care provider.

The program will be targeted at a similar cohort patients who may avoid coming to hospital with some home-based out of hours support.

Chronic Disease Wellness Program coordinator, Rose Costa said Gold Coast Health was working closely to identify suitable candidates for the out of hours support program.

The COPD programs provide evidence that when clinicians from acute, community and primary care work closely together admission rates of chronic disease patients can be reduced.

The Healthy Communities report is available at:
www.myhealthycommunities.gov.au

Operations restructure finalised

A further stage of the operations restructure has concluded with the four new clinical divisions finalised and the final structure being implemented.

In July 2013 a new Gold Coast Health structure was announced to support the delivery of strategic objectives. It has been specifically designed to maximise opportunities to support collaboration and coordination across the patient care continuum.

Staff directly affected by the restructure have been directly consulted and union consultation has also been undertaken.

The consultation period has concluded for the operations restructure and the new structure will be bedded down by Christmas.

Eight senior clinicians will be invited to join the Gold Coast Health Executive as part of the restructure.

Details of the organisational structure can be found at: <http://qheps.health.qld.gov.au/goldcoast/reform/default.htm>

Expanded role for CAG

Gold Coast Health has more than 50 consumer representatives who participate at various levels to inform our decisions and help to keep our service patient focused. Their role will soon expand by receiving quarterly summary reports on our quality and safety KPI's.

This will supply a consumer feedback and informal audit service that will inform our ongoing performance improvement strategy.

This is an important addition to the already very useful input they provide including committee participation, special projects and review new consumer and patient communications.

For help with consumer participation in your service phone or email Tony Matheson, Community Engagement Officer on 5687 0281.

Maternal-fetal medicine comes to GCUH

Gold Coast Health will introduce a new, tertiary Maternal-Fetal Medicine Service in March 2014 for women with pregnancies which are complicated by maternal and/or fetal disease, as well as those who experience a stillbirth or neonatal death.

Developed by Maternal-Fetal Medicine sub-specialist Professor David Ellwood of Griffith University School of Medicine, the service will be housed in a new unit at GCUH which will feature a number of ultrasound rooms for diagnosis and therapy, and dedicated rooms for consultation on complex pregnancies, and stillbirths.

The new unit is part of a dedicated tertiary perinatal service which includes tertiary obstetric services, the maternal fetal medicine unit and neonatal intensive and special care, which are all part of the new Women's and Newborn Health Service Line.



Dr David Ellwood is leading the introduction of a new, tertiary Maternal-Fetal Medicine Service at GCUH.

"This new service will allow Gold Coast Health to provide a comprehensive approach to the care of women with complications at all stages of their pregnancy," Prof. Ellwood said.

The unit will greatly reduce the need for pregnant mothers to travel to Brisbane for care, and will also attract many tertiary referrals from outside the district.



Now in its third year, the Wellness Festival promoted good wellbeing.

Focus on mental health

This year's Gold Coast Wellness Festival coincided with Mental Health Week from 7 – 13 October celebrated and promoted good wellbeing.

The theme, We're all in this together: be active, get connected and stay involved helped raise awareness of the needs, experiences and issues for people with mental illness.

The Division also held a two-day Complex Needs Panel symposium in September where more than 160 attendees from government, non-government, private health service providers, consumers and carers participated to share experiences, define current complex needs issues and boost innovation in service delivery.

Interactive workshops and discussions focused on dual diagnosis, cultural issues and complex needs, homelessness and sustainable housing and community engagement and partnering.

Nuclear medicine in service

Nuclear medicine is now available for public patients for the first time as one of the new services opening at Gold Coast University Hospital.

Medical Imaging has a comprehensive range of services including Radiography, CT, Ultrasound, MRI, Interventional Radiology, Mammography, Bone Mineral Densitometry, Nuclear Medicine and PET scanning.

Director of Medical Imaging Services, John Andersen said the opening of Nuclear Medicine and Radiation Oncology means cancer patients can have their diagnostics and treatments done at one site saving them the trip to Brisbane.

"It will also benefit inpatients as they won't have to be transferred off site for their examinations and staff won't have to be away from the wards and, as well, we will also be able to do urgent scans more promptly," Mr Andersen said.

"Our nuclear medicine equipment, such as the new PET scanner and two gamma cameras, will contribute to some of the major advances in medical research and are an important element of molecular medicine."

In addition to Nuclear Medicine, GCUH now has four CT scanners and three MRI machines.

The nuclear medicine service is supported by technologists, radiologists and nursing staff and will significantly improve imaging for our new tertiary level cancer, neurosciences and cardiac services as they grow over the coming months.



Nuclear medicine staff with the PET scanner in a first for public patients on the Gold Coast.

Transforming our health service

Gold Coast Health is embarking on the next phase of transforming the service and is looking at introducing productivity and efficiency measures to deliver more and better services.

The Blueprint for better healthcare in Queensland announced that public sector health services will be exposed to contestability; a process where we will be comparing our performance, processes and systems to our peers (public, private and not for profit).

Executive Director Organisation Development, Naomi Dwyer said Gold Coast Health will look at the best way to deliver services to our patients and clients in the future.

"This will include looking internally at how we can improve our quality and efficiency so that our services are comparable or better than those provided by others," Ms Dwyer said.

"Through this process we will be encouraging staff to help identify places

for improvement, innovation and to lead this change at the coal face."

As the starting point for the contestability process, a scoping study including workshops and interviews with staff; an assessment of our performance information; and benchmarking against our peers has been undertaken to identify where the best opportunities to improve are. The outcomes from this study will be presented to the Board in December before responding back to government.

Ryan's Rule to improve safety

As part of the focus on patient and consumer engagement, Gold Coast Health will be implementing Ryan's Rule across all services in February 2014.

Ryan's Rule provides an additional safety net for patients, families and carers to escalate their concerns when they feel worried that the patient's condition is worsening or not improving.

Ryan's Rule was initiated after a toddler, named Ryan, died at a Queensland hospital after a five day illness. His death was investigated and several gaps were identified in Ryan's care and his death

was, in all likelihood, preventable. Ryan's Rule has been named in honour of this little boy.

Ryan's Rule provides a three step process that patients, families and carers can use to escalate their concerns about their health care or management.

For more information on the implementation of Ryan's Rule, visit: <http://qhps.health.qld.gov.au/psu/rrcd/ryans-rule.htm>



Love Your Sister

Gold Coast Health staff held a BBQ and participated in a bed race to help raise funds for Love Your Sister where actor Samuel Johnson is riding around Australia on a unicycle to raise \$1 million for breast cancer research after his sister Connie was diagnosed with terminal cancer.

The road to accreditation

Gold Coast Health is checking the list ahead of organisation wide EQulPNational Accreditation Survey to be held from 10 – 14 March 2014.

All hospitals and day procedure services throughout Australia are required to undertake the survey to achieve accreditation status for the 10 National Safety and Quality Health Service Standards (NSQHSS) and five EQulPNational safety and quality standards.

A team of approximately seven surveyors will visit staff and patients across all of our services at GCUH, Robina, Carrara and community sites to assess how well we are meeting the standards in the way we organise and deliver safe and quality care to our patients.

To help achieve accreditation, staff are encouraged to:

- Continue to conduct and document quality improvement activities
- Attend mandatory training
- Continue audit and review related to your service
- Contact your Quality Coordinator for further information and support towards achieving accreditation.

Do you know the standards? To find out more or how you can be involved, visit: <http://qhps.health.qld.gov.au/goldcoast/serv/quality/nationalstandards/>



Staff are encouraged to get to know the accreditation standards.

Patient positives

PATIENT 1

18 November 2013

I just wanted to compliment the Emergency Department staff who were on Friday 15 November. As first time parents, we were distressed and worried with a scared sick little boy. The staff were attentive, friendly and professional. They were so patient and kind to our little boy and we both were impressed by the service we all received.

PATIENT 2

12 November 2013

We cannot speak highly enough of all the staff we encountered at both Robina and Southport hospitals. We found ourselves feeling as though Dad could have been the Prince of Wales; such was the way he was treated. We will always be grateful for the exceptional people at our hospitals on the Gold Coast who work so tirelessly, and with such dedication, to care for their patients' day in and day out.

PATIENT 3

2 October 2013

I was recently involved in a critical incident and required urgent and critical care from Queensland Ambulance staff and doctors and nursing staff at the Gold Coast Hospital. The care given to me was exceptional at all levels and I would like to have them personally thanked and congratulated for their caring, positive and professional approach to my situation. I know generally that they will say they were just doing their job, but it goes further than that. I owe all a debt of gratitude.

Learning through simulation

Robina Hospital has achieved accreditation for simulation learning helping health professional students gain simulated clinical training.

As part of an expanding education strategy within undergraduate and post graduate health professions in partnership with Bond University and Griffith University, the accredited Pocket Simulation Centre will give students hands on training through simulation of real-life events.

Lyn Armit, Nursing Director, Nursing/Midwifery Education said becoming a Pocket Simulation Centre is a significant milestone for Gold Coast Health.

"Simulated learning has been in place in areas of the District for some years. The recent funding opportunity gave us an opportunity to formalise the service which included formalising the standards in collaboration with Clinical Skills Development Service," Ms Armit said.

"Since the establishment of simulation service, there has been a particular focus on aspects of patient safety including recognising and managing deteriorating patients. Many simulation events have involved inter-professional learning, with students and staff working together in simulation as they will in the real clinical setting."

"We will aim to support the extension of the simulation service to the rest of Gold Coast Health in being able to provide access to high quality simulated learning to support patient care."



Robina Hospital is helping students and staff clinical training through simulation.

Team Health smoking management success

Mychael Nash, a maintenance team leader at GCUH Operational Services, has given up smoking with thanks to the Team Health smoking management program.

"The staff smoking management program made something I thought was very difficult, almost impossible, almost effortless," Mr Nash said.

"The support from the program is fantastic and has helped me understand that it's not just me that cares about my health."

"Apart from the obvious health benefits, I will save \$166,000 over the next 10 years. That's a deposit on a house."



The smoking management program has helped Mychael Nash quit.

To find out more or to join the Team Health smoking management program, visit: <http://qheps.health.qld.gov.au/goldcoast/teamhealth/default.htm#smoking>

Music therapy granted

Palliative Care at Robina Hospital is improving the comfort of patients thanks to a community grant from the Cancer Council Queensland.

The \$1,500 grant has allowed the Palliative Care unit to purchase an iPad and Sonos wireless hi-fi system which allows for streaming of music from internet sources throughout nine rooms.

Palliative Care Nurse Unit Manager Maureen Tapfield said the primary goal of Palliative care is to promote patients' quality of life alleviating physiological, psychological, social and spiritual distress, and improving comfort and this system will help.

"There are several forms of complementary therapies used in today's efforts to support the palliative patient, and we wanted to include the use of basic music therapy/support in our provision of end of life care," Ms Tapfield said.

"Instances of success for this approach include decreasing anxieties, promoting a calming influence, assistance with pain and discomfort as well as providing patients/carers with the ability to associate their life's events with memorable moments.

"We are very thankful to Cancer Council for providing this grant to us which will comfort our palliative care patients and their families."



Palliative Care staff are using music therapy at Robina Hospital thanks to a Cancer Council Queensland grant.

Donor forget the tissue

Did you know that tissue donation is more likely than organ donation?

In 2012, there were more than 300 tissue donors in Queensland, yet only 354 organ donors for the whole of Australia.

Gold Coast Regional Donor Coordinator, Amanda Gilbert said that one organ and tissue donor can transform the lives of more than 10 people.

"Tissue donation is possible for candidates who pass away in the hospital or at home, whereas organ donation candidates have to be ventilated in an intensive care unit," Ms Gilbert said.

"Many palliative care families get a lot of comfort from their loved ones being tissue donors.

"Tissue donations have to be retrieved within 16 hours so it is important to log deaths promptly so any opportunity for donation can be discussed with the family."

Nearly 58 per cent of Australians have had a discussion with their loved ones about their donation.

For more information on organ and tissue donation and staff resources, visit:

<http://qheps.health.qld.gov.au/donatelifeqld/home.htm> or email Amanda_gilbert@health.qld.gov.au

How can we help you?

Governed by the Minister for Health and the Hospitals Foundation Act 1982, the Gold Coast Hospital Foundation exists to support Gold Coast Health to achieve improved patient care and health outcomes for the community.

Each year staff wanting to improve the patient care that they and their health service delivers, submit hundreds of applications for funding to the Foundation. Since 1984 the Foundation, with the generous support of our local community, has put more than \$3 million back into our public health service.

We are pleased to announce that everyone who applied for an education grant in 2013 was successful. We encourage all staff who feel they can improve health outcomes for their patients through new equipment, research or education to submit an application for funding.

To find out more about how to apply for funding or support our work, please visit our website www.gchfoundation.org.au



**GOLD COAST
HOSPITAL
FOUNDATION**

Workplace giving program

Gold Coast Hospital Foundation and Gold Coast Health are exploring the possibility of introducing a workplace giving program that will enable staff the ability to donate directly to local charities through their payroll.

As the largest employer on the Coast, staff have the opportunity to make a huge positive impact on the local community by supporting the Gold Coast Hospital Foundation and a couple of other preferred charities, nominated by staff.

Gold Coast Health Board Chair, Ian Langdon, thinks the program is a great idea and says, "I'll be the first to sign up to donate regularly from my payroll. If each employee donated just \$2 per pay-packet we could raise \$338,000 to help the local community per year."

A survey has been circulated to find out if staff think having a payroll donation system is a good thing and if so which charities, in addition to the Gold Coast Hospital Foundation, you would like to support. If you haven't seen the survey and would like a copy, email chris@gchfoundation.org.au



An interactive floor screen is entertaining kids while they wait at GCUH.

Interactive floor screen a hit

Thanks to a \$20,000 donation from our wonderful neighbours at Southport Sharks which was raised through their membership program and staff donations, the interactive digital floor screen in the Children's Emergency is now open.

This floor screen is great for kids and is no doubt a relief to parents needing to entertain their children while waiting for medical treatment. The screen is loaded with games and moving floor pictures such as an underwater scene where the water moves as you walk across it.

If you are joining or renewing your membership with Southport Sharks, remember that you can nominate Gold Coast Hospital Foundation to receive \$1 from your membership fee.

Our new home

The Foundation team have moved into their new home within the retail precinct at GCUH - directly opposite the Pulse Carvery. Please pop in and say hello, we'd love to meet you.



The Foundation are located in The GCUH retail precinct.

Repco revs up kids for Christmas

Christmas came early to the new children's ward at Gold Coast University Hospital thanks to a donation of decorations and toys from local Repco stores.

Repco went into overdrive when the local stores heard there were no decorations for the new Children's ward and thanks to the generosity of Repco staff and their customers presented the ward with \$3000 worth of Christmas goodies and priceless smiles on sick kids' faces.

"We disposed of all our tired decorations before the move to the shiny new Gold Coast University Hospital," Acting Nurse Unit Manager Sharon Morgan said.

"We are overwhelmed with the generosity of this local business and look forward to cheering up our sick children with the bright new decorations and toys over Christmas."



Repco helped kickstart the festive season and put smiles on the faces of children in the ward.



Nathan Tokley completed his apprenticeship during the construction of GCUH.

GCUH gives carpentry apprenticeship

Twenty-year-old Nathan Tokely is just one of 143 apprentices to complete an apprenticeship during the construction of Gold Coast University Hospital (GCUH).

Gold Coast born and raised, Nathan entered Lend Lease's apprenticeship program at the beginning of the project and successfully completed his apprenticeship in Carpentry – Building and Construction in June 2013.

Mr Tokely said he felt a great sense of pride at having been part of the team that constructed the new hospital.

"Now that it's open, seeing all the doctors and nurses in the building that I helped build makes me proud," he said.

"I'm really grateful for the opportunity to get my apprenticeship on GCUH – it has given me a variety of experience – formwork, framing, ceiling, joinery and internal fit-outs – and also given me a lot of confidence."

Lend Lease achieved over 615,000 combined apprenticeship and trainee hours over the four-year construction period.

Nathan continues to work at GCUH assisting with defects and maintenance.

SAG farewell

After almost six years to the day of the inaugural meeting, the final gathering of the Gold Coast University Hospital (GCUH) Stakeholder Advisory Group (SAG) was held on 1 November this year.

Members celebrated the achievements of the group throughout the design, construction and commissioning periods of the project.

Community Stakeholder Rob Downing praised the transparency of the project and process, saying it was a privilege to be involved in an advisory capacity in the monumental project.

"There has been a high level of transparency in all aspects of this project," he said.

"I am very proud to have been part of it and extremely humbled that my and other members' views were considered and some even incorporated into the project."



Members of the GCUH SAG after their last meeting.

The committee, made up of Health Service, local government, stakeholder and community members, was established at the outset of the GCUH project to ensure wide stakeholder engagement in the development of the GCUH project to ensure the new service profile and facilities meets the multiple and varied needs of the Gold Coast community.



GCUH has welcomed an additional 50 volunteers since opening in September.

Volunteers ramp up the effort

An additional 50 volunteers were recently recruited at GCUH. Many are increasing their hours in response to the added demand for GCUH way-finding and outpatient support.

As the year draws to a busy close we recognise two major events for our volunteers. Firstly the annual volunteer Christmas party hosted by Ian Langdon Board Chair. Ian formally thanks the volunteers on behalf of our Service and all attendees love the lucky door prizes on offer.

Thursday 5 December is International Volunteers Day and among the celebrations is an award ceremony conducted by Volunteering Gold Coast. Volunteer Coordinator Dale Tatterson has been nominated for Volunteer Manager of the Year.

Volunteering is not just for the retired or elderly. We have many volunteers of all ages who participate in their community so when you see them in our facilities – say hello and thank you...the gratitude goes a long way.

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GOLD COAST HOSPITAL AND HEALTH SERVICE NEWS

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Editor Amanda Noonan, Director Communication and Engagement
Phone (07) 5687 7485
Email goldcoasthealth@health.qld.gov.au
Web qheps.health.qld.gov.au/goldcoast/ce

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