

# healthwaves+

DECEMBER 2012 / JANUARY 2013

GOLD COAST HOSPITAL AND HEALTH SERVICE NEWS

## Satisfied patients at Gold Coast Health

**Over 90 per cent of patients surveyed at Gold Coast and Robina Hospitals would recommend our care to others. The vresponse to an annual inpatient satisfaction survey following discharge from hospital a month prior has been overwhelmingly positive. The overall rating of care nominated by 185 patients surveyed at Gold Coast was 94 per cent and by 105 surveyed at Robina was 98 per cent as good, very good or excellent.**

The reports are further testament to the many satisfied patients who come through our doors every day. A recent hospital survey conducted by some of our dedicated consumers produced similar results with

virtually every patient interviewed providing positive feedback. Ease of finding services at both hospitals rated over 90 per cent in the good, very good or excellent categories.

Staff friendliness was a standout with Gold Coast recording over 96 per cent and Robina recording an outstanding 99 per cent response of good, very good or excellent.

However an area for further improvement regularly identified was the provision of more information to help patients with medication and managing at home. Involving patients more in decisions and discharge planning was also noted.

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## Are you a face of Gold Coast Health?

We are looking for ambassadors from our Health Service to put a face to who we are and what we do.

Is this you?

**Visit QHEPS to find out how you can get involved**





## Message from the Chair

Ian Langdon

**I intend to use this Healthwaves column to provide key messages from the Board rather than adopting a superficial or glossy approach to staff communication.**

A fundamental objective of the Hospital and Health Services Board legislation is to transfer authority and independence to the regions. However we still need to earn that right and the best way to do so is by meeting clinical and financial targets. The greater the independence and authority vested to Gold Coast Health, the greater the flexibility around staffing and services. Such flexibility is essential to empower management and staff to maximise service delivery.

I recently addressed the Oral Health staff day and the Senior Nurses workshop. On both occasions I was especially pleased to hear examples of staff initiated programs and research projects aimed at improving patient care. It was a timely reminder that while the Board focuses on strategy and challenges such as waiting lists and clinical benchmarking, it is easy to overlook the many achievements at grass roots level that should be recognised with pride. I was particularly impressed with the team culture nurtured in these programs.

Now that the various Board committees are settled they will begin to influence performance. For example the Safety, Quality and Engagement Committee chaired by Colette McCool is focusing on safety in clinical services. Its role is to ensure processes are in place to address areas performing below expectations. It is then the task of management to design and implement those processes.

As you know, a funding issue of particular concern has recently emerged. Upon reviewing its hospital funding formula against population data, the Commonwealth Government changed its calculations. The result is a funding reduction to Queensland Health of just over \$100 million, made up of \$40 million being a "claw back" of 2011/12 funding and approximately \$60 million in respect of 2012/13. The direct impact on Gold Coast Health is a budget reduction of around \$9 million for the current year. Despite a vigorous fight by the Health Minister and other state ministers, this flawed Commonwealth mid-year, retrospective financial adjustment has been enacted. The result of which has been the need for us to reduce staff numbers.

## How long is too long?

**The Orthopaedic Outpatients Department (OOP) is asking the hard question of its patients – how long is an acceptable wait for service?**

Sometimes little changes make big differences and it is important to understand what patients think about their care and treatment. The survey will help gauge our current performance and identify areas for improvement such as patient flow and identifying patient expectations.

Volunteers have assisted in handing out surveys, providing explanation of the survey and offering assistance when required.



Volunteers Sandy Wright and Robert Allen conducting a patient waiting time survey in Orthopaedic outpatients.



PLS coordinators Lynda McManus, Lesley Wendt and Lisa Hawthorn.

## The positive side of patient complaints

**Patient Liaison Service (PLS) has achieved a 35 per cent reduction in complaints over the past 12 months. This is in conjunction with an 80 per cent increase in compliments being recorded in our official record keeping system.**

The PLS team have been busy working with staff to manage complaints at the ward level. A complaints and compliments training program is delivered by PLS to clinical and non-clinical staff and along with our CaPS training, is contributing to reduced complaints and increased compliment numbers.

The PLS team place this success firmly on the staff relationships they have built where a team effort really yields success in managing complaints.

PLS is responsible for managing and providing leadership with the complaints, compliments and suggestions processes within Gold Coast Health. They work closely with staff in using lessons learnt to improve health service. One such improvement strategy is an increase in face-to-face time with patients where a resolution is unable to be achieved at the ward level.

All consumer feedback is viewed as an opportunity to improve service delivery and increase satisfaction of staff and patients. You can call PLS at any time for assistance and advice on complaints management or to arrange staff training in this area.

### Contacts

**Lisa Hawthorn** – Robina Hospital and Robina Health Precinct: 5668 6391

**Lynda McManus/Wilma Sullivan** – Gold Coast Hospital: 5519 8288

**Lesley Wendt** – Gold Coast Hospital, Carrara, Community and Oral Health: 5519 7262

**Email:** GCPLS@health.qld.gov.au

## Gold Coast Health reform

For more information on the reform including the lodgement of Expressions of Interest for Voluntary Redundancy Packages, phone 1300 367 791 or go to the QHEPS home page or: [qheps.health.qld.gov.au/goldcoast/reform](http://qheps.health.qld.gov.au/goldcoast/reform)

## Patients benefit from new unit

Another 10 beds are now open to patients in the Short Stay unit at Robina Hospital. Nurse Unit Manager Charmaine Garlick who also manages the Surgical Unit said the expanded bed capacity has improved patient care.

"We have had no patient procedures postponed since it opened and more surgery is being done in the hospital," Charmaine said. The beds provide greater flexibility whereas previously up to 10 cases were postponed in a month.

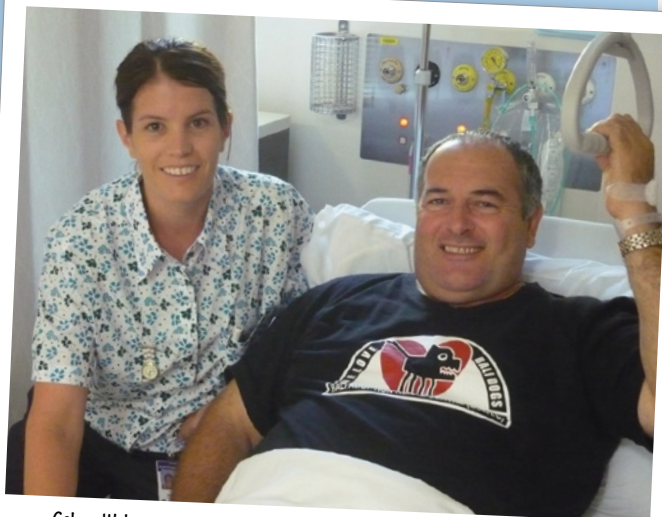
"Another benefit of the unit is the changed case mix," she said.

Appendix and gall stone removal, minor orthopaedics, ear, nose and throat and gynaecology procedures that only require an overnight recovery are now in the mix.

Kevin Cooper is a local who fundraises for Animals Australia. He and his wife recently raised \$4,000 for the Bali Adoption Rehab Centre and delivered \$20,000 worth of vet supplies to the centre when they volunteered there for a week.

He is also one of the patients reaping the benefits of the new unit.

"I came into Gold Coast Hospital in terrible pain from a hernia last week. They fixed me up and were going to operate but I needed to attend my son's wedding. Instead I received a call on Friday letting me know I was booked the next Wednesday at Robina Hospital. I can't fault the service," he said.



Coleen Webster treats Kevin Cooper during his short visit to Robina Hospital.



Above: Dr Mark Forbes and his colleagues became faces of Robina Hospital after participating in our last campaign.

## Are you a face of Gold Coast Health?

Gold Coast Health is searching for faces from across the service to help share the messages about the move to Gold Coast University Hospital.

There are many messages that need to be communicated to staff and the community over the next nine months. The best way to tell people about this exciting event is to let those people who deliver and receive the services we provide tell our story.

If you would like to represent Gold Coast Health in a professional photography shoot and feature on billboards, flyers, posters or other publications, please take the time to nominate at: [qheps.health.qld.gov.au/goldcoast](http://qheps.health.qld.gov.au/goldcoast)

## People and Culture online

Staff can now access up to date information with the click of a mouse button on People and Culture's recently launched intranet page.

The new site hosts information in a user-friendly format for the areas of human resources client services, workplace relations, learning and development, safety and wellbeing, volunteer services and employee assistance services.

HR Advisor Roxanne Newbery said the site was a handy resource that provides online support tools for staff.

"We have worked hard to ensure the end product we delivered matched the needs of our staff and I believe the site achieves this," Ms Newbery said.

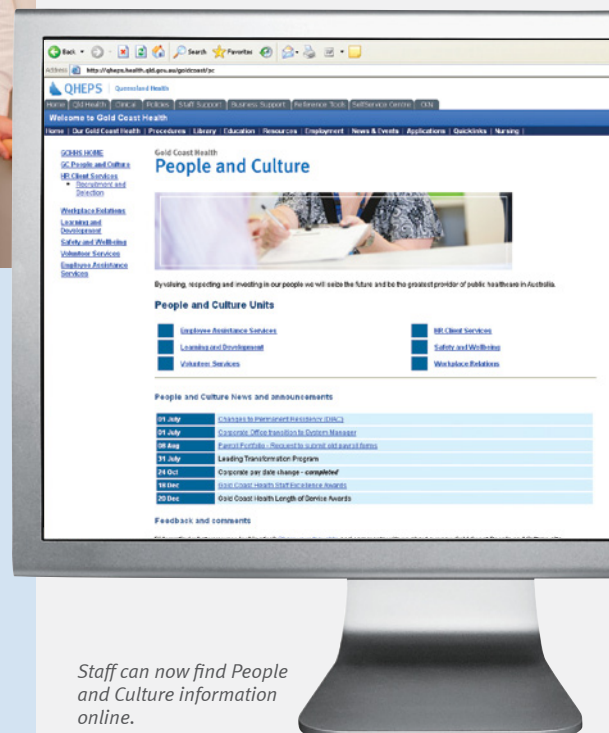
"We are especially excited about the capability for staff to provide feedback and ideas through the Feedback and Comments section, and we encourage staff to tell us what they think so we can continually improve the way we provide our information."

### Some of the highlights of the site include:

- A Recruitment and Selection site that provides staff with an interactive, step by step process to help them navigate through the complexities of recruitment.
- News and announcements section on the People and Culture homepage that will be updated monthly.
- Dedicated Volunteer Services page.

To check out what's new, visit:

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



Staff can now find People and Culture information online.





Putting **YOU** into  
**GCUH**

## New Safety and Wellbeing member welcomed

Showing that safety is a priority, the Gold Coast Safety and Wellbeing Committee have welcomed new representative Manju Dhaliwal to the team.

Manju works as an OSO at Robina Hospital and is passionate about creating a safe working environment.

"For me carrying out a job safely and feeling safe and confident is most important," Manju said.

Since her appointment, Manu has already implemented a number of new procedures in her workplace including a noticeboard for safety messages, a communication diary for staff to record safety concerns, and putting safety on the agenda at team meetings.



Health and safety representative Manju Dhaliwal is passionate about safety.

## Cast your vote for most festive



The team in the HODU are among the many units preparing to celebrate their last festive season at Gold Coast Hospital before the move to GCUH.

The bar has been raised this year across Gold Coast Health with an inaugural competition for 'best decorated' unit.

There will be prizes for the unit judged best decorated at Robina Hospital, Gold Coast Hospital and Carrara/community services. A 'People's Choice' award will also be awarded for the unit that receives the most votes. Submit your vote in the boxes near staff lifts at GCH and in staff dining at Robina.

To register your ward for the competition, email Di (Dianne Leech in Groupwise) by 12 December so that your colleagues know where to visit and vote. What better way to celebrate "meet your colleagues" month?

Winners will be announced on 19 December and prizes distributed on Christmas Eve. Get those creative juices flowing to be a winner in the inaugural Christmas Decoration competition.

Remember safety comes first so be sure any lights are tested and tagged by BEMS, exits remain clear and small decorations are out of small children's reach.

Staff have witnessed first hand the work being done to prepare Gold Coast University Hospital (GCUH) site for the September move.

Landscaping is being completed, signage erected, and free-standing furniture is being moved in. Staff are involved in systems testing such as the pneumatic tube system which will be used for transporting pharmaceuticals and other products to patient areas.

Preparation will ramp up after the site is handed over by Lendlease in early 2013. Staff will have greater access to get to know the new facility. Site familiarisation tours, area-specific training and information forums will form some of the activity that will help to put you into GCUH.

We will be promoting many ways you can get involved and prepare for GCUH in the New Year. Watch out for regular updates via: [www.goldcoast.health.qld.gov.au](http://www.goldcoast.health.qld.gov.au)

## GCUH milestones

**2009**

Construction commenced.

**2010**

Halfway there.





# GCUH: Once in a lifetime

**GCUH has offered an opportunity of a lifetime for the first official employees of GCUH Emmanual (Manny) Baveas and Lisa Roberts.**

After working alongside one another at Brisbane's Mater Hospital, they are together again setting up the new radiation therapy service. Manny and Lisa talk about why they made the move to Gold Coast Health.



Manny Baveas and Lisa Roberts are the first official employees of GCUH.

## What do you do in your job?

**Manny Baveas (MB), Director of Radiation Oncology Medical Physics:** Primarily the provision of quality and safety to the radiotherapy service. **Lisa Roberts (LR), Director of Radiation Therapy:** To continually develop and lead the team for better Radiation Therapy.

Once the new hospital opens we will have 20 Radiation Therapists (RT's) who will plan and deliver radiation therapy treatment working closely with the Radiation Oncologist's and Medical Physicists.

## How did you come about or choose this career?

**MB:** Serendipity. **LR:** I always wanted to do something in healthcare and Radiation Therapy is a great mix of patient interaction and science.

## What attracted you most to work for Gold Coast Health?

**MB:** Offerings of a Gold Coast lifestyle and doing something I enjoy; satisfying an irresistible itch to be part of the team that commissions a new radiotherapy centre – that opportunity does come around every corner – especially in a state-of-the-art tertiary hospital like GCUH.

**LR:** The opportunity to start a new service is something that doesn't come up very often in Radiation Therapy - that was one of the main attractions for me and of course pleasing my excited children with a Gold Coast lifestyle.

## What does working for Gold Coast Health mean to you?

**MB:** Community. **LR:** Being part of a really exciting development.

## What is it like to come to work everyday to do your chosen profession?

**MB:** I am driven to see GCUH radiotherapy up and running. **LR:** The team that works in Radiation Therapy are passionate about doing the best they can for the patients using our service. This makes coming to work everyday both enormously rewarding and challenging. The reward comes from delivering a great service the challenge is in always trying to do better.

## What excites you about the future of Gold Coast Health?

**MB:** GCUH – and the incredible potential it has to offer the Gold Coast community. **LR:** The fact that the Radiation Therapy service will be part of an integrated cancer centre in such a wonderful new hospital.

# Clinics celebrate one year

**The Falls and Balance Clinic, and Memory Clinic at Robina Health Precinct celebrated their first birthday in October.**

Since the clinics opened nearly 500 referrals have been received from general practitioners, hospital staff and non government organisations with most patients seen within four to six weeks. In addition, a further 180 referrals have been forwarded to other service providers.

The Memory Clinic provides nursing and allied health advice to support the social, psychological and care needs of those living with dementia.

Meanwhile the Falls and Balance Clinic also provides advice to patients identified as having high falls risk, or who have fallen in the community. Aside from medical assessments, the patients undergo comprehensive medication reviews conducted by a pharmacist in conjunction with a geriatrician, a senior physiotherapist with expertise in aged care rehabilitation and vestibular physiotherapy and with a clinical nurse consultant or nurse practitioner.

Federally funded by the National Partnership Agreement, the clinics will continue community/general practitioner engagement to broaden the referral base and respond to demands.

*Left: Patient Kathleen Perry with Physiotherapist Leia Barnes at the Falls and Balance Clinic.*



**2011**

Block D - the clinical services building reached its highest point and was 'topped out'.

Blocks M and P - the engineering workshop and central energy plant were completed.

**2012**

Block E - Pathology and Education building completed.

Commencement of activities to prepare the hospital for opening.





QAS providing treatment in the tent. Photo by Melly Niotakis.



Simone Stephens, Jo Timms and Danny Murphy (QAS).



Above: Perinatal Social Worker Rebecca Graham and Clinical Nurse Consultant Nattallee Allan with patient Belinda and Jamie James.

## Gold Coast Health goes to schoolies

**A team of dedicated hospital staff joined forces with the Queensland Ambulance Service (QAS) to provide on the ground medical care and advice at the annual schoolies in Surfers Paradise from 17 – 23 November.**

More than 30 staff, including doctors, nurses and paramedics with the support of over 20 volunteers treated 885 school leavers in the Ambulance Treatment Centre in the heart of the schoolies precinct; just over 100 more than last year. There were 224 presentations to Robina and Gold Coast Hospital Emergency Departments (ED), most outside the centre's operation hours.

Clinical Nurse Consultant, Disaster and Emergency response, Tonya Donnelly said

on the ground medical care could not have been provided without the help of a number of services.

"Thank you to all the medical and nursing staff who assisted in the ATC and to all those who cared for the kids that presented to the Emergency Departments at Southport and Robina and to Leanne Singh who assisted with the daily reporting," Ms Donnelly said.

"Without all of you we couldn't mount this response in conjunction with QAS which would've resulted in ED being inundated with every presentation from schoolies; in turn this would have had impacted the greater Gold Coast community."

Gold Coast Health has been providing medical support at schoolies since 2004.

## Depression screening for GC mums

**Postnatal Depression Awareness Week from 18-24 November highlighted the importance of providing support to pregnant women and new mums.**

Since February this year, all women who book into have their baby at the Gold Coast hospital are offered Safe Start Psychosocial and depression screening.

Women that have risk factors that could impact on their well-being, or have an existing mental illness are offered extra support and are referred to the weekly Safe Start Multi disciplinary team meeting. This year to date, the Safe Start clinicians have supported 628 referrals through these meetings.

Current national data from Beyond Blue identifies that more than 16 percent of women will suffer from postnatal depression. From the 3,500 births at Gold Coast Hospital each year, 560 women will be treated for postnatal depression.

Clinical Nurse Consultant Nattallee Allan said the service we provide helps to minimise the number of women developing postnatal depression.

"We believe that the wellbeing of the mother directly impacts on the wellbeing of their baby and support should be offered early in the pregnancy to make this time a happy and safe period for both mother and baby," Nattallee said.

The Safe Start team offers mental health and social work services to provide support and continuing care during pregnancy and works closely with the child and family health nurses who provide clinical support and education for new mothers around breastfeeding, sleep, settling and parenting.

## Patient positive

**Following complications from my open heart surgery, I now have to undergo a cardio rehabilitation programme twice a week for six weeks at Robina Health Precinct but I was reluctant to do this after three months of in and out of three hospitals.**

On the doctors advice I went along and was met by the Cardio Rehabilitation Team – Ann, Grant, Robert, Linda and the young ladies from Queensland University – what a wonderful team they are!

I was made to feel very welcome, received great advice and was looked after so well and I am now undertaking a maintenance programme. Since commencing my breathing, fitness and blood pressure has improved thanks mainly to Ann's special care. It is easy to complain, but I am a great believer in credit where credit is due and the team are a credit to Queensland Health.

## Information Services update

**On 1 July 2012, Information Division (ID) became the Health Services Information Agency (HSIA).**

As part of the HSIA, the Gold Coast Service Delivery Team provides support for Information Technology devices and infrastructure in Queensland Health facilities.

One of the projects currently underway is the migration from the GroupWise email system to Outlook. Most of the preparation work will occur in the background to ensure minimal, if any, impact to staff. While final dates are not confirmed, Gold Coast Health should start to migrate to Outlook around mid-2013.

Full details of all the services HSIA provide can be found in the ICT Service Catalogue via: [qheps.health.qld.gov.au/id/html/service-catalogue](http://qheps.health.qld.gov.au/id/html/service-catalogue)



# Creativity at Mental Health Week

**The Mental Health Rehabilitation service got creative with this year's Mental Health Week celebrations held from 7 to 13 October.**

The service took the week as an opportunity to provide positive community and inpatient activities through the annual art exhibition, Music on the Grass event and attending the Wellness Festival.

The annual Art Exhibition, and "Music on the Grass" events were held at Robina Hospital, for consumers, staff, carers, and the general public in celebration of Mental Health Week.

The foyer of Robina Hospital was transformed into a kaleidoscope of colour with artwork by inpatients, community consumers and collaborative group pieces

produced in the Creative Arts programs of the Rehabilitation Service on display.

The creative programs at Southport and Robina Mental Health Units, aim to help consumers express themselves, engage in a positive therapeutic activity, build hobbies, address vocational goals, and create a sense of achievement.

"Music on the Grass" was a positive and empowering event that allowed some of the talented consumers to showcase their musical skills. More than 40 consumers attended the event facilitated by University of Queensland music therapy student Maddie Brigland and Mental Health staff.

A stall at the Wellness Festival provided



Staff getting creative with Mental Health Week celebrations.

education and resources to the public in an effort to reduce the stigma attached to mental health.



Plasma recipient Maddy is one of many who need this vital resource.



Staff and patients at Thank U NICU celebrations.

## Staff celebrate Thank U NICU day

**Staff and patients celebrated the Miracle Babies Foundation's "Thank U NICU" day on 15 November.**

The day was dedicated to thanking the devoted staff who work in the hospital's NICU and support families during a critical time in their babies' life.

Gold Coast Hospital currently operates two NICU and 20 special care (SCN) cots, expanding to eight NICU cots when Gold Coast University Hospital (GCUH) opens later next year.

Neonatal specialist Dr Peter Schmidt said the Newborn Care Unit at GCUH will limit the need for families to take the long drive to Brisbane to visit their newborn.

"We look after about 15 tiny bubs a month in our two NICU cots, some as young as 29 weeks that weigh just 1,000 grams," Dr Schmidt said

"This will only increase at GCUH where we will be able to provide care for babies born at 23 or 24 weeks who can be as small as 400 grams at birth."

The GCUH Newborn Care Unit will feature 32 single rooms and six twin rooms and will over time increase capacity to 44 cots including 16 intensive care and 28 special care cots.

## Take the next step – donate plasma

**The Southport and Robina Donor Centres are urgently calling for existing blood donors to step up and donate plasma.**

Plasma is the protein rich, yellow coloured liquid in blood that helps to provide immunity. It provides 17 life-saving treatments and is vital for bone marrow transplants, burn victims and cancer patients.

Currently on the Gold Coast we are not collecting sufficient amounts of plasma to cover patient requirements; and the need for plasma is expected to double in the next 10 years.

Your decision to donate may give a lifeline to one of our local patients on the coast. One such local patient is 7 year old Maddy Cook who has been a recipient since age three after being diagnosed with NeuroBlastoma – a malignant cancerous tumour that develops in the nerve tissue. Maddy has been in remission since 2010 and her health goes from strength to strength. Without blood, plasma and platelet donors throughout her treatment she would not be with us today.

To find out how you can become a plasma donor or to make an appointment online, visit [www.donateblood.com.au](http://www.donateblood.com.au); or phone **13 14 95**.





Above: Doris Hecke and Bea Kast with some of the trauma teddies they have knitted.

## Trauma teddies bring joy to ED

**Knowing that their teddies will help comfort a child being treated in Robina Hospital's Emergency Department (ED) is enough to keep Bea Kast and Doris Hecke knitting.**

Since October last year, the duo from Earle Haven Retirement Village in Nerang have knitted 200 trauma teddies from wool donated by the Salvation Army.

Once a month, Doris catches a train from Nerang to Robina to deliver the teddies that she and Bea have knitted to soothe and comfort children being treated in ED.

Doris lights up when she describes the joy she gets from knitting the teddies.

"The excitement of wondering which teddy the children will get keeps me motivated," Doris said.

Bea got involved after seeing Doris knitting one day and wanted to help as soon as she knew what it was for.

"It's nice for the children to have something that is theirs to take home and with such a big selection of wools I have never knitted the same teddy twice," Bea said.

Robina ED Director Paul Bowe said the staff, children and parents really appreciate their work.

"The work that volunteers do is such an integral part of the hospital and the kids will always find the trauma teddies very special."

Doris and Bea were thanked for their service at a special morning tea in November which was also Bea's first visit to the hospital.



Joan Hancock from Surfers Paradise Anglicare Crisis Care receiving some of the gifts from ACAT team leader Adrienne McAllister.

## Precinct shares Christmas spirit

**Instead of giving presents to each other this year, staff at Robina Health Precinct decided to give to those in need.**

More than 100 presents including food, children's toys, books, sporting equipment and clothing were donated to the Surfers Paradise Anglicare Crisis Care who offer support and assistance to the homeless and those experiencing poverty.

Senior Social Worker Tanya Rogers who helped organised the gift giving said staff were moved and inspired by the organisation's wonderful work.

"We set up a Christmas tree in the foyer of our building and were flooded with gifts from Queensland Health staff to be given to those in need," Tanya said.

"When we presented Anglicare with the presents they were overwhelmed by the staff's generosity."

The presents were received by Joan Hancock from Surfers Paradise Anglicare Crisis Care who thanked staff for their contribution.

## Staff raise money for a worthy cause

**Gold Coast Hospital staff rallied together and raised more than \$3,700 for Breast Cancer Awareness Month in October.**

Cupcakes and merchandise were sold by units including Intensive Care Unit, Medical Imaging, Outpatients, Ward 6B and C, 7B and 8B throughout the month for the National Breast Cancer Foundation's annual appeal.

Ward 3B raised an additional \$1,500 for the Mothers Day Walk sponsoring their colleague Michelle McCormack who sadly lost her two year battle with breast cancer last month.

Michelle was a Clinical Nurse in the Immunology Unit, 3B and was known

and respected for her ability and the inspirational person she was across Gold Coast Health by all streams of health professionals.

Michelle had the right combination of exceptional clinical know how, compassion, leadership and strength and was so proud to be a nurse. In memory of Michelle, the 3B team will continue to register a team (Michelle McCormack's Team 3B) for the annual Breast Cancer Mother's Day Classic walk and run and invites anyone to join them or sponsor us in support of a cure.



Ward 3B nurse Michelle McCormack was a champion of the cause.

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**Have you got a story to share?**

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

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