



healthwaves+

FEBRUARY / MARCH 2011

GOLD COAST HEALTH SERVICE DISTRICT NEWS

Support for training is a feature at Gold Coast Health

Gold Coast student support services for nurses will feature in a short film to be shown at a clinical Expo.

Clinical facilitators will be highlighting the positive aspects of working with students as part of a video airing at the ClinEdQ Expo for Nursing Educators.

The marked increase in student capacity on the Gold Coast has been acknowledged.

The District has gone from supporting 45 to 60 nursing students a day in 2005 to more than 285 students a day in 2011.

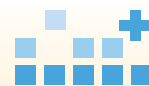
Most units have recorded clinical placement growth over more than 200 per cent over the past five years.

COVER PHOTO: Clinical Facilitators and educators Lee-ann Scriven, Jade Powell, Brenton Shanahan, Greer Brooker and Nurse Educator Renay Erwin took part in the filming.

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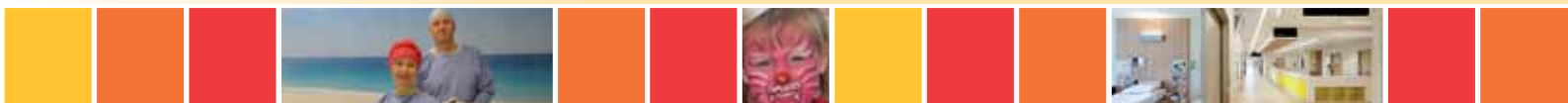
**your
hospital revealed**



Robina Hospital
more beds, more staff, more services

Robina Hospital community day Saturday 5 March 2011 9 am – 1 pm

For more information call **07 5668 6570** or visit **www.health.qld.gov.au/robinahospital**



Queensland Government

Message from Adrian

The first edition of 2011 is a time to reflect on the year that was and to highlight a future filled with opportunity and rewards.

Progress on the Robina Hospital expansion and the GCUH projects is a source of pride as they are both being delivered on schedule and to budget. With over \$2 billion of public money invested, the management of these projects is a significant responsibility. Robina is being progressively occupied and the project delivery has allowed us to realise some extra features including a multi-storey carpark which should be ready to occupy in May. Meanwhile GCUH has reached its halfway milestone and despite the heavy rains, work continues to schedule.

In my last Executive Summary staff update for 2010, I highlighted the improvement to our score in the quality measure known as standardised mortality ratio. This measure is produced by the Health Roundtable using data from 132 member hospitals in Australia and New Zealand. Measurable improvements are significant in terms of the care we provide. At the same time the District has coped with an increasing workload and the challenge of meeting ambitious elective surgery targets – something we also achieved.

The challenges will continue this year but so too will rewards for the work done in recent years. Extra beds at Robina will come on line in coming months and the first Medical Assessment Unit will open on the Gold Coast. While there is a short delay to the occupation of building J due to an equipment delay and air conditioning adjustments, services continue to operate as usual. In another first, by the end of June there will also be an electronic medical record in place at Robina Hospital to replace the written chart.

Responsible budget management is a priority for the District. In order to maintain our budget by the end of the financial year there will be changes to the way work is undertaken in some areas particularly over the next six months.

The new Patient Journey Project, detailed in this edition and previously in Executive Summary, is a particular example of Queensland Health's commitment to assessing and potentially redesigning how patients make their way through our facilities.

I wish to make a special mention of staff who were impacted by the floods and cyclone and those who have assisted in various ways. It is touching to know that so many of our staff were willing to assist in disaster recovery and support. While the Gold Coast was largely spared from the events, it may well be our District that requires the support in the future.

I want to also take the opportunity to welcome new staff – interns, graduate nurses and allied health staff along with other new faces in the District which include Morven Gemmill as Executive Director of Allied Health Services and Dr Anne Sneddon as Director of Obstetrics and Gynaecology.

This edition of Healthwaves focuses on our workforce, the most important element of health service delivery. New faces, new projects, expanded facilities and services, and support for those who manage staff are just some of the topics highlighted in this edition.

As the year gets underway I urge you to make Public Affairs aware of any major events or awareness activities you have planned in 2011. The District Events calendar has been published on the District intranet site and can be accessed via the Home Page. It is a handy way to review District wide activities being supported by staff and management.

Dr Adrian Nowitzke
Chief Executive Officer

Major career change for intern

Age is no barrier to achieving your dreams.

This is the message from medical intern Robin Gregory who has already spent 25 years of his life serving in the Australian Army.

"I reached the rank of Major and served in the East Timor conflict, running the equivalent of 'Mash Hospitals' in the area," Dr Gregory said.

"I always wanted to be a doctor and now my kids are grown up I have been able to follow my dream."

Dr Gregory said the last four and a half years of study have been tough but along with many of his fellow interns, his biggest fear remains in his training.

"I chose to come to the District because of the dedicated unit responsible for putting orientation week together and preparing us for the challenge ahead," he said.

"The program has been excellent and I look forward to officially starting in the District."

Dr Gregory is among 85 new medical graduates who began their internship this year.

The District hopes many of them will choose to stay on as junior doctors in preparation for the opening of the new Gold Coast University Hospital and Robina Hospital expansion.



Medical Interns Gemma Whitworth and Robin Gregory practice their skills at the resuscitation workshop.



Executive Director Nursing and Midwifery Ged Williams with nursing training staff and the new graduates.

Record numbers of nursing graduates at Gold Coast

Over the next three months, over 150 nurses will join our workforce making the District one of the largest employers of nursing graduates in the state.

The 2011 cohort is a 30 per cent increase on the 117 graduate registered nurses who joined the District in 2010.

The increase has been planned in order to meet the future needs of our community. Many of the new nurses we have accepted were trained locally at Griffith University.

Executive Director Nursing and Midwifery Ged Williams said the expansion of the workforce now means we will be ready to provide the highest quality and efficient health care service when new facilities open.



Building better managers

The District is committed to building great workplaces and the new Manager Capability Development Program is just one example of “walking the talk”. The District wide program complements the many great initiatives underway in local work units.

Many of our managers began their career as clinicians and have now shifted into management roles. It ensures managers have a strong understanding of our service and its operations however it usually means they would benefit from support and training to develop strong managerial skills.

The Manager Capability Development program is designed to do just that. The first phase is underway and includes the following modules:

- Leading professional performance and development
- Workplace behaviour – code of conduct, harassment and bullying
- Creating a great workplace
- Effective feedback skills and having difficult conversations
- Safety and wellbeing

For more information on the program call People and Culture 5519 7089 or email GCHSDEarningAndDevelopment@health.qld.gov.au or Fax: 55370620

New pain service

The Gold Coast is to become a centre for persistent pain management as part of a statewide services strategy developed to respond to increased demand for chronic pain services.

A multi-disciplinary team is being recruited to provide individual and/or group rehabilitation programs, largely as an outpatient service. The team will liaise with the patient’s nominated general practitioner or other primary care provider for advice and intensive treatment when required.

The team consists of two consultants, physiotherapists, psychologists and occupational therapists. The concept is based on internationally recognised standards.

The Gold Coast is one of five key hubs being developed to expand the Chronic Pain Service which will have a hub and spoke model of service delivery.

About 20 per cent of the adult population is affected by chronic or persistent pain.



Patient Journey Project team members – pictured l to r Rhonda Collins (admin), Pru Harding, Alison Homer (nursing), Trudi McGovern (pharmacy), James Lind (medical) and Jean Dumble (nursing).

Patient Journey Project aims for results

A highly motivated clinical team is driving a pilot project with statewide implications.

Gold Coast is the first District awarded funding from Queensland Health’s Centre for Healthcare Improvement to partner on a major project to improve patient flow.

Flow is defined as the movement of patients, information and equipment between different services and staff, as part of the patient’s care journey.

With increasing pressure on service and the transition to GCUH, getting patients moving into, through and out of our health system safely and efficiently is an imperative.

Executive project sponsor, COO Naomi Dwyer is leading the reform known as Patient Journey Project (PJP).

“It’s an exciting opportunity but its also very serious,” Ms Dwyer said.

“There’s a lot at stake in getting it right, particularly when we know that many attempts at large scale change fail.

“Flow initiatives often focus on the emergency department, but the best solutions are system wide and we

recognise the complex interdependencies between clinical services,” she said.

Ms Dwyer said the team was made up of motivated and highly respected clinicians who will work closely with external consultants to identify root causes of flow problems, identify and evaluate solution options and support their implementation.

PJP draws on clinical expertise, experiences and commitment. Clinicians see the bottlenecks first hand so this project is an opportunity to make changes to improve the system.

It is extremely important to the committed team that their efforts produce outcomes with benefits to District.

A high level project management board and clinical reference group will provide ongoing leadership and direction to manage any risks to the project’s success and sustain the improvements.

The project will be completed in 20 weeks. Visit qheps.health.qld.gov.au/goldcoast/pjp

Nurses supporting mental illness in the community

An innovative pilot program aimed at better supporting people with mental illness in the community has also opened an exciting career path for District mental health nurses.

The six month trial places credentialed mental health nurses into general practice environments.

A shared employment model between General Practice Gold Coast and Queensland Health allows a clinical nurse consultant to be based at Miami, Hope Island and Headspace Gold Coast. The three credentialed nurses generate income through Medicare’s mental health nurse incentive program (MHNIP).

The initiative gives health providers in the primary health care setting greater capacity to support people with mental illness.

A number of District workshops have been developed to support and prepare staff who wish to go through the credentialing process. Being credentialed is an acknowledgement of a mental health specialist who meets professional standards, provides quality practice and is professionally accountable. It also enhances career opportunities for nurses by expanding the role and responsibilities for nurses practicing mental health care in the community.

Fifteen nurses have been credentialed to date and a further 50 nurses are currently working through the process.



The Clown Doctors kept the kids laughing for hours



GCUH new 3D model on show



Project team member Col with Community

GCUH Celebrates Halftime

Around one thousand Gold Coasters braved intermittent downpours to take a look at the progress of the new \$1.76 billion Gold Coast University Hospital at the 'Halfway there' community fair.

Held on Saturday, 11 December 2010, the community got a feel for the sheer size and complexity of their brand new hospital from the site office deck. Meanwhile, kids were kept well entertained with face painting, an inflated obstacle course and petting zoo.

Premier Anna Bligh joined locals at the country's largest building construction site, inspecting the brand new 3D-model of the hospital. Detailed floor plans and concept images gave further insight to the layout of the facility, with members of the project team available to answer any questions about the new hospital.

The fair provided a great opportunity to see the hospital being built from the ground up. As the biggest hospital development ever undertaken in Queensland, the GCUH will ensure the ongoing delivery of quality services to the region.



Acute Medical RN Sharon Brett, pictured alongside colleagues Melissa Cooke, Trish Jones and Justin VB



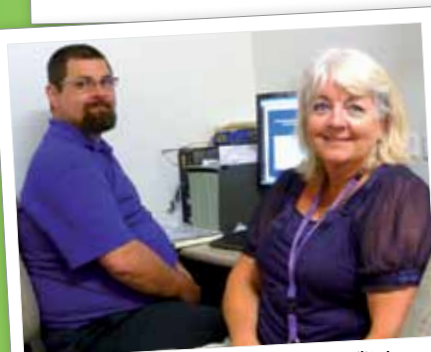
Pall Care staff getting used to their wonderful new surroundings



Lois Lawler, Social Worker and Jennifer Hitchcock, AH Assistant



Kathryn Markson and Laura McAlister



Greg Warren and Candy Brown, Clinical Facilitator Graduate Transition

Robina Hospital testimonials

'Love the single rooms... there is so much more space when you are working alongside your patient.'

Sharon Brett, RN, Acute Medical ward

Nursing staff in Acute Medical agree that their ward is almost too nice ... the patients don't want to go home!

'The new inpatient building is just beautiful'

Candy Brown, Nurse Educator Graduation Transition

Assistant Project Officers Kathryn Markson and Laura McAlister order equipment and test technology throughout new buildings at Robina Hospital.



Staff Site Tours 2011

Staff have an exclusive opportunity to take an onsite tour of GCUH as construction progresses.

Tours are the first step in awareness and orientation for staff relocating to the new hospital in early 2013.

Tour times vary to ensure all staff have an opportunity to participate. Tours are being run approximately once a month and invitations are being extended to staff via their divisions.

It is likely that a range of times will be available on tour days however they are structured around tight construction schedules, so it is important to take advantage of the tour opportunities when they arise.

Upcoming milestones 2011

Below is a progress report for the first quarter of 2011 at GCUH:

Clinical Services Building

The main building in the facility, with nine levels (basement, lower ground, ground, levels 1-6), plus rooftop helipad.

Progressed to level 4 in the main building. Construction of lift cores (14 in total) up to level 5. Installation and modification to the perimeter scaffolding is ongoing.

Mental Health Building

Commencing facade works early January. Erection of structural steel is progressing and nine of 14 ground slabs have been poured.

Central Energy Plant

Following completion of the concrete structure, the first of the (record-setting!) ten tower cranes on site has been taken down. Installation of the facade framing system will commence on the northern elevation.

Major equipment is being progressively installed and now includes: three of the five high voltage transformers, the

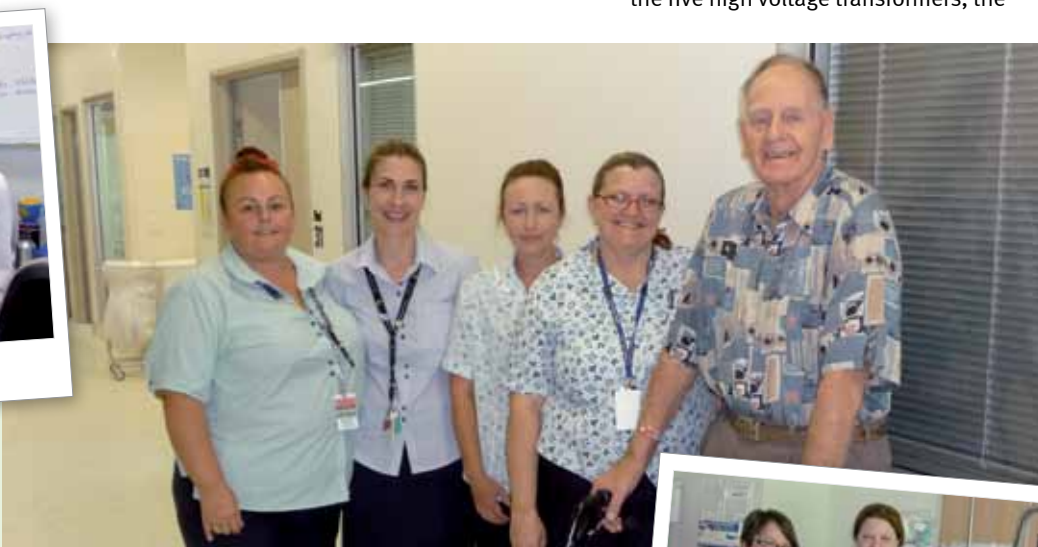
main high voltage switchboard, the main low voltage switchboard for the building, radiators for the emergency generators, two diesel fuel storage tanks, fire hydrant/sprinkler booster pumps, all five chillers and three of the eight rooftop mounted cooling towers.

Pathology and Education Building

Completion of the structure is due mid-January. Formwork to Level 3 (of four levels) suspended slabs progressing and ongoing installation of the perimeter scaffolding.

Currently on site Number Crunch

- 9 tower cranes
- 8 satellite concrete booms
- 7 man / materials hoists
- Up to 2 mobile truck-mounted concrete boom pumps
- Up to 4 mobile cranes
- Up to 20 forklift vehicles
- Up to 150 mobile work platforms (scissor lifts etc)
- Earth moving equipment: excavators, rollers and tippers



Patient Christiann Van Etten with EN Donna Parr, AIN Discharge Coordinator Natalie Eyre-Walker, EEN Jane Sproule, RN Melissa Smith in H2 South.

Building H comes to life

Nursing staff brought Building H to life in early December with the move of current Robina Hospital inpatient wards into the new inpatient building at the southern end of the facility.

Whilst testing, the successful moves were completed in mid January with the transfer of Palliative Care Ward from Pacific Private Hospital in Southport to their new ward in H1 South.

The Palliative Care move was a major undertaking and a preparatory "run" for the moves that will occur in about two years time as the Gold Coast Hospital moves to the Gold Coast University Hospital.

A great deal of planning and teamwork from all participants ensured the continued delivery of high quality patient care throughout each move.



NUM Charmaine Garlick, Project Officer Belinda Real, RN Susanne Farrow and Patient Antonie Jensen - settle into H3 South

Agreement on Centre for Medicine and Oral Health

An agreement signed in December will see the development of a Centre for Medicine and Oral Health at the Gold

Coast campus of the Griffith University.

The brand new facility will be located on the corner of Olsen Avenue and Parklands Drive in Southport, directly across from the new \$1.76 billion Gold Coast University Hospital.

The close proximity of the two institutions and positioning of the hospital's Pathology and Education building adjacent to the University will facilitate opportunities to collaborate in areas of research, education and training.

Construction on the new educational facility is scheduled to commence early in 2011, with the expected completion date aligned with the completion of the new hospital in December 2012.

Foundation Update

Research Grants Open

Applications for Gold Coast Hospital Foundation 2011 research grants are being accepted up until 31 May.

The grants are intended to provide short-term development support restricted to research projects, awarding up to the value of \$10,000 to help assist in the applicants chosen field.

Visit the GCH Foundation website for more details.

www.gchfoundation.org.au/grants.html

Foundation CEO

The Foundation has advertised for a new Chief Executive Officer to manage all aspects of the Foundation's planning and operations.

Donations to December 2010:

\$9,400 Physiotherapy Cough Assist device

\$20,000 Nursing and Education Centre – Nursing Graduate Grants (new award)

\$28,000 Obstetrics & Gynaecology – simulated Learning Skills Centre for Peri natal Practitioners.

\$50,000 Cardiology – 4 Cardiac Monitors

Thank you for external donations:

\$9,852 Paediatrics – donated by Woolworths Limited Gold Coast

\$11,164 Paediatrics – Combined Community Donations, Qld Rescue and Fire Fighters

\$7,000, Vietnam Veterans Association

\$2,964, Bayles 1st National Broadbeach

\$550, Hello Gold Coast \$400



Jo Timms, GCH ED Nurse Unit Manager.

Jo Timms “Walks the Talk”

Congratulations to GCH ED Nurse Unit Manager, Jo Timms as the District's recipient of the inaugural Queensland Health Week, Dob in a leader who 'Walks the Talk' campaign.

More than 400 great leaders were nominated for the 20 positions and every one of them demonstrated the Queensland Health values of caring for people, leadership, respect and integrity.

Farewell to a Gold Coast Health visionary

Tribute has been paid to a quiet achiever who was pivotal in securing the commitment to build the Gold Coast University Hospital and Robina Hospital Expansion on the Gold Coast.

Former Executive Director Service Development, Mr Russell Aylward passed away peacefully at home in the company of his wife Joy in December.

Executive Director Medicine John Gerrard said Russell was a person who made things happen. “Many people complain about the shortcomings of the healthcare system – Russell was someone who actually did something concrete about it,” Dr Gerrard said.

“His ability to quietly present a measured, logical argument was an unstoppable force.”

While Russell will be best remembered for his legacy of the major hospital projects underway, he was integral to the development of many services in the District including the installation of the first public MRI in 2002, the creation of the cardiac catheter suite in 2006 and the second public Emergency Department at Robina Hospital in 2007.

Russell and his wife, Joy were both highly regarded District employees who made a lasting contribution to the Gold Coast community.



GCH staff working to create the Queensland Bowel Cancer Screen Program

Gold Coast Hospital staff are working together to reduce the incidence of bowel cancer in the community.

Participants in the National Bowel Cancer Screening Program are supported by gastroenterology staff and specialists through their episode of care, usually an assessment colonoscopy, to enable intervention and diagnoses as early as possible.



In an effort to reduce the incidence of bowel cancer in our community, prevention and curative teams work together to deliver the screening program on the Gold Coast.

In Australia, bowel cancer is the most commonly diagnosed internal cancer in men and women combined, with those aged over 50 years most at risk.

The national program invites those turning 50, 55 or 65 years of age between 1st Jan 2008 and 30th June 2011 to be screened for bowel cancer.

The test is quick, easy and can be done in the privacy of one's own home.

For more information contact your local Program team on 1300 766 927 or visit www.health.qld.gov.au/bowelcancer

Gastroenterology staff: Jenny Harvey; Leonie Benton and Alex Stapel (Endoscopy Nurses); Assoc. Prof. George Ostapowicz (Director of Gastroenterology); Sharon Rose (Admin officer) and Dr Tariq Masood (Staff Gastroenterologist)



Titans lend a healing hand

The hands of the Jetstar Gold Coast Titans have been added next to the new indigenous artwork featured in child specific ED treatment rooms at Robina.

Titans players, including William Zillman, Joseph Tomane and Mark Minichiello, met indigenous artist Jason Passfield to have their handprints added to the walls to help distract sick kids and get them through their immediate pain.

See the December/January 2011 edition of Healthwaves for more details on the artwork.

Consumers join decision making process

Consumer representatives are now playing an increasing role in our health service by participating in high level working groups and management committees.

Consumer representatives are now in Family, Women and Children's, Medicine, Medical Services, Community Sub Acute and Aged Care plus Nursing and Midwifery Divisions.

These divisions are realising the benefits of involving community/consumer representatives to gain valuable insight into patient expectations, communication, and other feedback from a consumer's point of view.

HODU A/NUM Joanne Little said some great ideas have come from the Consumer Advisory Group (CAG) participating in a review of several new patient brochures.

"Consumers bring a completely different perspective to complement our 'supply side' thinking," she said.

"Our CAG suggested additional material and some clarification to the existing content to improve the impact and understanding of our communication."

"We often make assumptions about what our consumers know or understand but unfortunately it is not always the case," she said.

By involving the CAG we can operate at 'arms length' with the community to reflect our communication, refine our service offerings and clarify process to target the right message to the right people at the right time.

Contact Tony Matheson, Community Engagement Officer on 5519 7636 for more information.



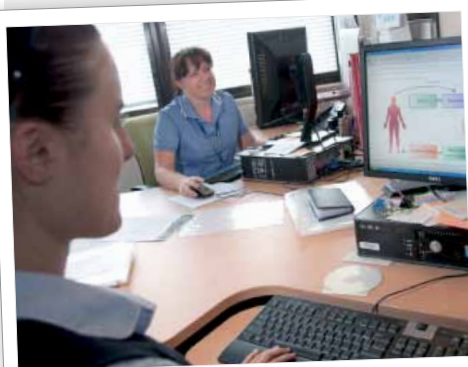
The new patient transporter is taken for a spin at Robina.

New transporter for Robina Hospital

Robina Hospital received a brand new patient transporter in December, donated by the Rotary Club of Robina after a Corporate Charity Golf Day was held in August 2010 to raise money to purchase the patient vehicle.

Robina Hospital Facility Manager Moira Briggs formally accepted the donation from Rotary Club representatives and took the members on a tour of the new expansion.

The transporter, similar to a golf 'buggy', will be used to transport renal dialysis patients from the Kidney Support Network bus to the renal dialysis unit, as well as be used by staff to assist disabled patients.



Michelle Higgins and Sophie Varnier from ICU Southport piloting the new EPIQ Foundations programs.

Education for Practice in Queensland (EPIQ)

A new era in clinical learning for nurses and midwives has arrived with the development of the Education for Practice in Queensland (EPIQ) programs which provide a contemporary and accessible learning and development pathway.

It is exciting that Gold Coast Health has been chosen as a pilot site for the first of the new online education programs developed by a team of specialists supported by ClinEdQ's Nursing and Midwifery team.

The programs to be piloted over the next few months are Foundations and several specialty programs; Emergency, Intensive Care, Perioperative and Paediatric nursing. The scenario based Foundations program is comprised of several modules; patient assessment, infection prevention, professional practice and medications management.

A local implementation team which consists of a site coordinator – Sarah Burston and the relevant Clinical Nurse Educators will be supported by an implementation team based in ClinEdQ.

If you wish to find out more about the pilot project please contact Sarah Burston via email sarah_burston@health.qld.gov.au

Community Health Chronic Disease Management Program Type 2 Diabetes Service

The Type 2 Diabetes Service of Community Health on the Gold Coast has been acknowledged by one of their clients in a National Australian Magazine, as a life changing opportunity.

The client testimonial in *Diabetic Living* demonstrates the positive outcomes that can be achieved with a multi-disciplinary approach and strong partnerships to support the clients' of the Service.

In the first 12 months of operation of the service, 564 clients were referred, with 81% achieving a decrease in HbA1c and 64% achieving weight loss.

On completion of the Diabetes program, referrals are made to chronic disease self management courses (Spiritus) and community based exercise and activities programs.

Need to know more detail? Contact Jenny Abel, CNC (Nurse Practitioner) diabetes at Bundall Community Health on (07) 5570 8590.

Diabetic Living, Better Homes and Gardens, Pacific Magazines Pty Ltd, Sydney, NSW. January/February 2011, Issue 31, p134-135



Productivity Placement Program (PPP)

Over 150 Gold Coast Health Staff have taken up study in 2011, through the Productivity Placement Program (PPP) at the Gold Coast Institute of TAFE (GCIT).

Under the Skilling Australia for the Future initiative, the Australian Government funded the PPP which will deliver 711,000 qualification commencements over five years.

These qualifications are being delivered in an industry driven system, ensuring that training is more responsive to the needs of businesses and participants.

The Gold Coast Health People and Culture Division in conjunction with the Gold GCIT can offer Gold Coast Health Service staff a unique opportunity to invest in their professional development and skills by obtaining formal qualifications.

Staff could choose to study the Certificate III to Advanced Diploma's at extremely competitive rates up to 70% off normal prices.

The PPP funded programs offered to GCHSD staff were:

- Diploma of Management
- Diploma of Project Management
- Certificate IV TAE (Training and assessment)
- Cert IV Mental Health
- Advanced Diploma of Nursing



Antony Foster, Catherine White, Simone Keat and Linda Carpenter study hard.

For more information on the PPP scheme visit:

www.deewr.gov.au/Skills/Programs/SkillTraining/ProductivityPlaces/Pages/default.aspx



Patient Catherine pictured with Carly Campbell and James Dun (both physiotherapists)

MOTOMed Donation

Dr Peter Ochsenbein from the Mudgeeraba Foundation has kindly donated a piece of equipment to the Robina Rehabilitation Unit to the value of \$10,000.

The MOTOmed is a motorised arm and leg re-trainer that can be used by people with many conditions such as Parkinson's Disease, Multiple Sclerosis, hemiplegia from a stroke, bilateral weakness from spinal cord injury as well as weakness post surgery.

It has a computer program that allows passive retraining with a motor fully assisting the movement, which is great for those who are too weak to participate in conventional cyclical exercise.

It also allows active training with motor support or active retraining with resistance to allow a more challenging work-out. With all these features, the MOTOmed is a beneficial training tool for people at all levels of function.

GCHSD Public Affairs

is now online

Visit qheps.health.qld.gov.au/goldcoast/pa



Staff Christmas BBQ's

They turned up in their 1000's for the annual staff Christmas BBQ's held across the districts three facilities.

Executive members and their support team braved the humid summers day as they served over 1000 sausages and 250 veggie patties to the hard working Southport staff. Carrara and Robina's BBQs were also well received.

A big thank you must go to all staff involved in keeping the tradition alive.



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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 **18 March 2011**.

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