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FEBRUARY / MARCH 2012

GOLD COAST HEALTH SERVICE DISTRICT NEWS

New clinical staff on board

The District welcomed 86 medical interns and 59 graduate nurses in January. Most nursing grads hail from Queensland universities and many are already enjoying placements across a variety of settings. Meanwhile 60 of the new doctors are either Griffith or Bond University graduates - the largest proportion of home grown graduates in one intake.

A further 61 nurse graduates commenced in February. They will join nursing teams to consolidate theory training and apply it in a clinical setting. They will be supported by nurse unit managers, educators, clinical facilitators and preceptors along with the extended ward team.

Deputy Medical Superintendent, Dr Geoff Copeland said the cohort of local medical graduates was an encouraging boost to the number of doctors on the Gold Coast.

Training medical staff locally is an important way to build a sustainable and dependable health service," Dr Copeland said.

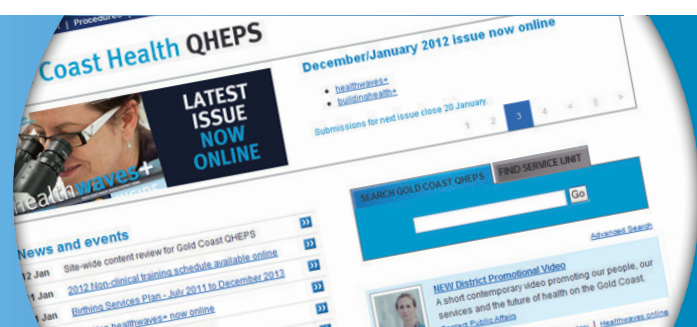
"New doctors develop their skills and interests in medicine through the mentoring and supervision of our senior staff during the next couple of years."

"Doctors who choose to train on the Gold Coast will see a vast range of presentations, gain experience in a range of specialties and work in busy conditions which will prepare them well for their profession."

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NEW LOOK HOME PAGE
SNEAK PEEK
FOR GOLD COAST HEALTH QHEPS



Message from



The Queensland summer has again delivered some challenging conditions but staff rose to the occasion on several fronts.

Our disaster management processes were tested and worked well during a Code Brown standby. For those directly affected by flooding, colleagues offered to open their homes to those in need. Later when assistance was needed in flooded towns, patients were transferred to Gold Coast and our staff raised their hands to travel to areas in need. It is a refreshing reminder that dedication to healthcare is a calling for so many of our staff.

This edition's theme is balance, as we work hard to manage our obligations to service delivery, service access and resource management. More than ever, we face the

need to balance the challenges of today with those of tomorrow. It is for this reason that we are currently undergoing a period of significant organisational change. It has been introduced to support the budget management process. The Executive seek to provide strong and definitive leadership that addresses challenges with our staff rather than doing things to our staff. Therefore as part of the ongoing consultation process, a website is available from the homepage to provide updated information and feedback for staff. Remember the best source of information about change affecting you directly is usually your line manager.

A stand out aspect of our District is innovation as highlighted in the media late last year. Projects such as Patient Journey and the introduction of a Medical Assessment Unit at Robina have enabled some of the shortest Emergency Department waiting times in many years. Other recent advances include the first complete digital radiology system on the Gold Coast and the introduction of the electronic medical record.

As we prepare to become a Local Health and Hospital Network on July 1 2012 it will become increasingly important to have access to quality data to measure our performance. Increasingly dashboards are being used to enable us to track our progress and make comparisons with other facilities. For examples, please refer to the Jan 6 edition of Executive Summary at qheps.health.qld.gov.au/goldcoast/news/es/

The Gold Coast Medicare Local has been established as part of national health reforms. Its role is to coordinate and integrate health and community services and to identify local needs and create local strategies to respond to them. We will work with them to improve transition from acute and state-based care to non state-based community and primary care. There are more details on their activities and the work we are doing together in this edition, including how you can be involved.



(L-R): Intern Alfred Phillips with paediatric patient Ali Webber

Introducing the Gold Coast Medicare Local (GCML)

Gold Coast City Council joins General Practice Gold Coast and the Gold Coast Primary Care Partnership Council as members of the GCML company.

It is one of 19 'Medicare Locals' selected to be established around Australia as part of the first round of the Federal Government's primary Health Care reforms.

Their role is to co-ordinate and integrate health and community services at a local level and, in particular, play a key role in helping to improve access to after-hours care, chronic disease prevention and management programs and mental health initiatives.

The GCML will be working closely with our District as it transitions to and Local Health and Hospital Network (LHHN).

From now until March 31, the independent, locally run, not-for-profit company GCML, will be

Interns embrace GP specialty

A number of interns are progressing into specialist training programs, including the newly created specialty, General Practice. Alfred Phillips is among approximately one third of the graduates who has opted to undertake training as a specialist general practitioner.

He will also head to Charleville Hospital for a five week placement to gain some invaluable rural experience.

Dr Phillips, a born and bred Gold Coaster, said the Gold Coast University Hospital provided an attractive option for clinicians at the beginning of their career.

"The Gold Coast University Hospital is a big drawcard," said Alfred.

"Everyone understands that we are growing on the Gold Coast and the new hospital is going to have a lot of facilities and career opportunities."



GCML CEO Matthew Carrodus and GCML team member Tarryn McInerney 'take the pulse' of the Gold Coast community

Preparing for an LHHN

The District is transforming to a new structure as part of the national health reform due for implementation in July 2012.

Work continues to transform the District to a locally run Gold Coast Local Health and Hospital Network managed by a Governing Council. A Chief Executive reporting to the council will manage the operations of the network (District) and be responsible for ensuring that clinical safety standards, budget and other performance indicators are met.

The boundaries of the Gold Coast entity will remain the same as the existing District and staff employment conditions will not be affected by the structural reform.

A range of material is being developed in preparation for the transition to a statutory body in areas such as compliance, governance and strategic planning.

A community and consumer engagement framework which is one of many key platforms embedded in the Health Services Act has been completed. A Clinicians Engagement Strategy is also being developed by the professional heads in partnership with the Clinical Council. These strategies will help to deliver an integrated and collaborative approach to healthcare in our community.

It will also ensure major stakeholders including the Medicare Local, the acute sector and the community all play an important role to deliver targeted health services on the Gold Coast.

The Medicare Local recently presented to the District Clinical Council and outlined some of its plans to engage with the community. The accompanying article Taking the Pulse, provides more details on how everyone can be involved.

For further information visit our District QHEPs home page on the national health reform and what Queensland Health is doing to implement it.



Have your say on Gold Coast health and wellbeing.

What are some of the steps that you and your family could be taking to improve your health and wellbeing? By answering some simple questions like this you will be helping to create the Gold Coast's first Health and Wellbeing Plan.

The District as part of its transition to a Local Health and Hospital Network is working along with the Gold Coast Medicare Local (GCML) to produce an overarching plan for our region.

The GCML is also working in partnership with health and community services including general practice, allied health, mental health, aged care and youth services and the Gold Coast community to develop a Health and Wellbeing Plan by June 2012.

The plan will document the services and needs on the Gold Coast, Canungra and Mt Tamborine to better inform Health and Wellbeing initiatives and services in the future. You're invited to have a say to inform the development of the plan through an online survey - "Taking the Pulse" at www.gcml.com.au

Engaging with our community

The Gold Coast Medical Local (GCML) engagement strategy is designed to build health and wellbeing literacy among the community to enable informed engagement. It is also aimed at improving the capacity for shared leadership and responsibility for health and wellbeing.

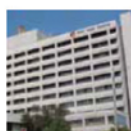
A series of topic specific forums will be held as follows:

| DATE | FORUM | VENUE | RSVP – www.gcml.com.au |
|--------------------------------|--------------------------------------|---------------------------------|---|
| 29 February, 6pm–8.30pm | Allied Health | Robina Community Centre | 24 Feb |
| 2 March, 9am–3pm | Multicultural | Robina Library Auditorium | 27 Feb |
| 8 March, 9am–3pm | Social Connections | Nerang Community Centre | 1 March |
| 14 March, 9am–3pm | Healthy Ageing | Robina Community Centre | 7 March |
| 21 March, 9am-3pm | Emerging Health & Wellbeing issues | Robina Community Centre | 14 March |
| March (TBC) | Physical Activity | | |
| April (TBC) | Youth | | |
| 27 March, 7.30am–7.30pm | Health & Wellbeing Summit | The Arts Centre, Bundall | None required |

You're invited to have your say on the future development of the Gold Coast Hospital site at Southport

We are seeking your input about what should happen to the existing Gold Coast Hospital site once health services move to the new Gold Coast University Hospital.

In March 2012, you will get an opportunity to chat to some of the team members working on the future planning for the site who will be hosting informal sessions near the existing coffee cart locations in the hospital to gather feedback from staff and visitors.



More information will be provided in coming weeks so stay tuned!
For more information about the future development of the site visit www.dlhp.qld.gov.au/gold-coast-hospital-site

Stay up to date at Robina

Want to sell something? Interested in a Foundation research grant? Looking to rent? Check out the new staff noticeboard at Robina Hospital to keep up with the latest District information.

The noticeboard isn't just about work – you can also learn about what's going on in the community.

Located in the staff dining area, the board has a General Notices section to post announcements and advertisements too.

So if you want to buy or sell, promote an event or advertise accommodation for rent, post a notice and let your fellow staff know!



Rose Ryan uses the staff noticeboard at Robina Hospital to get her message out.

Sally Goold bursary

Gold Coast nurse, Mercina Gabey is one of six Indigenous nursing students to be named a winner of the Sally Goold book bursary.

The bursary, sponsored by the Chief Nursing and Midwifery Office has been established to assist Aboriginal and Torres Strait Islander nursing and midwifery students in their studies.

Mercina Gabey said her ambition is to complete her nursing degree so she can contribute to the improved health of her people.

"Being the face and voice for my people, I hope to be the person that Indigenous people talk to," Ms Gabey said.

The \$500 bursary will be used to purchase books appropriate to the course.

Sally Goold was one of the first Indigenous nurses in New South Wales and became a highly respected nurse educator, advocate and the founder of the Congress of Aboriginal and Torres Strait Islander Nurses (CATSIN).

For more information on programs such as the Indigenous Cadetship Program email OCNO_Cadetships@health.qld.gov.au or call 07 3237 1550.

Mercina Gabey was a winner of the Sally Goold bursary.



Gold Coast course ensures best care for kids

Approximately 40 specialist children's emergency physicians from Queensland, Melbourne and Sydney gathered recently at the Bond University Clinical Education and Research Centre at Robina Hospital for a three day Advanced Paediatric Emergency Medicine Course (APEM).

An interactive course covering the paediatric emergency medicine curriculum of the Australasian College for Emergency Medicine, APEM is held annually at the Gold Coast and has also been presented in India and South Africa.

Chair of the APEM course, our own Dr Graham Jay, said the course included evidence based updates on paediatric emergency medicine core topics, case based group discussions and an optional mock exam.

"Treating children in an emergency situation can be stressful, so this course comprehensively prepares doctors by providing interactive training using all the latest literature and research in one consolidated course," said Dr Jay.



Clockwise from left: Graham Jay (Gold Coast Health), course co ordinator Michael Weiner, Dr Sarwar Khan (Logan Hospital), Dr Zaahid Pandie (Gold Coast Health) and Dr Yolande Weiner (Logan Hospital)

Patient positives

Patient 1: I am writing to say a HUGE thank you for the outstanding care I received at Robina Hospital during my stay from Dec 9 – 11. The staff were nothing short of amazing. Every single person who looked after me was professional, compassionate and very quick to sort out my problems for me. Even though I felt terrible I could really appreciate how much they cared and cannot thank them enough. Nobody wants to stay in hospital but being looked after at Robina Hospital certainly makes the experience as pleasant as it possibly can be. Thank you all; I appreciated everything you did for me.

Patient 2: Dr M and Dr J.H were excellent and outstanding. Nursing staff were fantastic, professional and caring and deserve a lot of praise. (Re: Emergency Department, Southport)

Patient 3: Yummy breakfast once again. Have an awesome day people and thank you so much for spoiling each person in hospital with your service. (From a patient in Ward 6C, Southport).

Do you have a warm letter of thanks, an email or some patient feedback to share? Send it in to GCH_Public_Affairs@health.qld.gov and we'll share the great care messages with colleagues.

Hundreds of books for paediatric ward

Children recovering in the paediatric ward are set to benefit from the hard work of two local school students.

Trinity Lutheran College students, Portia and Bianca Large began a campaign last year to collect books for children in need. They then extended their book collection to support sick children in hospital. After encouraging donations from families, students and teachers their hard work has paid off. The girls have collected hundreds of books for children of all ages, from 0–14 years.

This generous learning resource was presented to the paediatric unit and has been well received and appreciated by some of our youngest patients. The girls have started a foundation called 'Read and Recover' which Bianca will continue to drive.



(L-R) Bianca Large and patient Jacqui Lambert.

Aussie barbie fosters a united approach to patient care

Patients and families in the Palliative Care Unit at Robina Hospital have been enjoying some garden barbeques and friendly get togethers thanks to a collaborative effort involving the Nutrition Department, Palliative Care Unit, Food Services and Environmental Services.

Undeterred by the rain, staff, patients and their families recently celebrated Australia Day as part of the second in a series of barbeques which staff hope to make a permanent fixture at the Unit.

Senior Nutrition Assistant at Robina Hospital, Jane McNamara said she was excited to see different disciplines and departments come together for the patient focussed project.

“By providing the occasional opportunity for patients to substitute one of their meals for a barbeque, we can offer variety and a change from hospital food – and it’s the perfect use of the Palliative Care Unit veranda and garden here at Robina Hospital,” said Jane.

“Even if they don’t want to eat, patients enjoy the chance to get outdoors with their families and smell the barbeque – it brings some normality to the hospital experience.

“It’s really been a privilege to assist Palliative Care staff with their important work, and Food Services provided us with home-baked lamingtons for the Australia Day theme – so it’s been a wonderful joint effort from all staff concerned.”



Patient Alfred Howard (third left) with Nutrition Department staff (left of Alfred) and nursing staff at the latest barbeque in the Palliative Care Unit garden.

New research in ED informs national guidelines

Dr Gerben Keijzers and Dr Siegfried Perez have been awarded a \$40,000 grant from the Queensland Emergency Medicine Research Foundation to support research into the effect of saline therapy in alcohol intoxicated patients at Emergency Departments at Robina and Gold Coast Hospitals.

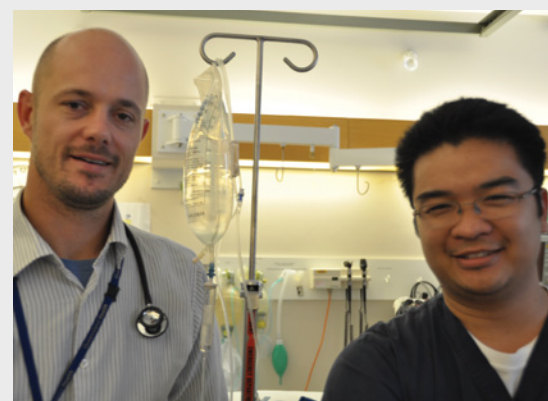
Dr Keijzers said the trial, entitled Saline Therapy for Reducing Alcohol Intoxication in the Emergency Department, was aimed at helping develop national guidelines for the treatment of alcohol intoxicated patients in Emergency Departments.

“There is a popular belief that fluid therapy makes a difference for drunk people but in reality there is no scientific evidence for this and in Emergency Departments across the country some doctors provide this treatment where others do not,” said Dr Keijzers.

The study, which began in November 2011 and is expected to run until March 2012, will monitor recovery rates in 200 intoxicated patients who will be randomly allocated to either simple observation, or treatment with saline therapy.

“The study will focus on adult patients between the ages of 18 and 50 years who are moderately to severely intoxicated, and are not suffering any other complicating conditions,” said Dr Keijzers.

“If the study shows that patients given saline intravenous fluid have a statistically significant and clinically relevant decrease in Emergency Department length of stay compared to those who are only observed, we will be able to make clear recommendations that will free up resources for other patients in the Department.”



Dr Gerben Keijzers and Dr Siegfried Perez are conducting research into the effect of saline therapy on alcohol intoxicated patients.



A collaboration on effective room cleaning reaps rewards.

Research+ training

A partnership between environmental services and infection control has seen a new training tool developed to guide staff in the most effective cleaning methods for patient rooms.

Doctors Deborah Macbeth and Cathryn Murphy have been working with Ian Peters and his environmental services team to develop a video for new cleaners to review at their own pace and in their own time.

Dr Macbeth said the involvement of both areas has helped to ensure the video has the desired effect

“We have commissioned the video for several reasons – it will enhance staff training, highlight infection control practices and serve as a measurement tool for research underway in infection control,” she said.

For more information on developing visual and clinical support tools please contact Public Affairs via the QHEPS homepage or email GCH_Public_Affairs@health.qld.gov.au



Foundation CEO Mark Hindle gets some tips from the generous Muay Thai professionals.

Thanksgiving ceremony

A moving ceremony aimed at recognising past and present contributions to Palliative Care was held at Robina Hospital.

Over forty current and former District staff and representatives from non-government organisations attended the recent Thanksgiving Ceremony of Joining of Hands in the Palliative Care Unit garden at Robina Hospital to symbolise moving on to new beginnings.

An Indigenous smoking ceremony supported by local Aboriginal dancers was a highlight along with addresses from staff, partner organisations and Executive Director Dr Rob Pegram.

Ten white doves symbolising peace and reconciliation were released to ‘carry’ with them memories of the past, the present and hopes for the future.

Director of Support and Palliative Care Services Dr Rohan Vora said the journey of the Palliative Care Service had now been formally recorded and recognised thanks to the ceremony.

“This ceremony was a recognition of the past, a celebration of a new home, a symbolised a move onto new beginnings in the Palliative Care Unit at Robina Hospital,” said Dr Vora.

“Palliative Care is not just a terminal care service, it looks after patients and their families episodically towards the end of life - and as such it encompasses community, inpatient and consultancy services.”

FOUNDATION UPDATE

Hospital is club’s charity of choice

It’s the beginning of a beautiful friendship as the Gold Coast Hospital Foundation kicks off an exciting new collaboration with Paradise Point Sailing Club.

The partnership came after Paradise Point Sailing Club President John Murphy contacted Foundation CEO Mark Hindle, to suggest a partnership that would make the paediatric ward the Club’s Charity of Choice.

The Club has already held a fundraising day late last year, resulting in a \$543 donation.

Mark said he was delighted to be involved with an organisation that teaches young people the importance of community responsibility, while providing them with skills for life.

“To receive a cheque from these children in front of their parents and the Club’s leadership made the moment very special,” he said.

“I am also delighted John and his committee have confirmed they will continue to support us each year.”

The Club’s “Try Sailing” program caters for young people from 7 – 18 years and offers a full selection of fun courses and exciting racing for members during the summer months.



John Murphy explains the importance of safety to new sailors.

Muay Thai gives kids a boost

The Queensland Muay Thai community joined with Gold Coast Hospital Foundation to raise funds for sick kids in hospital over the holiday period.

Marcus Burgess of Heart Start Fitness Muay Thai Personal Training had support from world Muay Thai champions John Wayne Parr and Nathan Corbett.

Foundation CEO Mark Hindle thanked the group for making us their charity of choice.

“Working outside the square with the Muay Thai group gives us an edge in the community,” Mr Hindle said.

“Our Foundation strives to raise funds that will help improve the health and lifestyles of all living in our area; particularly the young people and children who are our future.

As a beneficiary of Muay Thai fundraising and community programs we in turn can help young people of the Gold Coast to enjoy healthy lifestyles and become good citizens.”

Muay Thai gyms from Gold Coast through to Brisbane joined the cause to raise \$1,139 from Urban Fight Gym - Miami, Boonchu Gym - Burleigh, Modern Warrior - Slacks Creek, Nuggets Thai Boxing - Willston, First Strike Muay Thai - Petrie and Body Science - Miami.



Doves are released from the Palliative Care garden at Robina Hospital as part of the Joining of Hands Thanksgiving Ceremony.

Laryngectomy Support Visitor

Eighteen years ago Laryngectomy Support Visitor, Laraine Turville, was faced with the devastating news that she had cancer of the larynx. Three years after undergoing a laryngectomy she now supports other patients through the procedure.

Speech pathologist Penny Stabler said patients who meet with a support visitor are better emotionally prepared for the significant changes to their communication, swallowing and lifestyle.

“We notice patients who have the opportunity to meet with Laraine adjust better following the surgery and manage better when discharged home,” Ms Stabler said.

Laraine talks to the patients about her experience.

“I visit the patient once before and several times after surgery,” Laraine said.

“I listen to the patients and their family and answer their questions at this difficult time in their lives.”

As demand increases plans are underway to train more support visitors. For further information contact the Community Engagement Officer on 55197636.



(L-R) Laryngectomy Colin Pritchard and Laryngectomy Support Visitor Laraine Turville.

2011 Nursing and Midwifery oration

Approximately 85 nurses and midwives District wide attended the annual oration. The event celebrates scholastic achievement and included the presentation of 20 scholarships by GCH Foundation Chair Mr Gary Baildon.

Master of ceremonies, Adjunct Assoc. Prof Lyn Armit introduced Prof Ged Williams to provide the welcoming address in which he highlighted the ongoing expansion of nursing and midwifery across the District in preparation for GCUH.

Prof Cathryn (Cath) Murphy from Infection Control gave an inspiring account of her nursing journey describing her career choice as “a dare”, which meant she accidentally found her calling, leading her on through academic milestones (achieving her PhD), to work at the Centres for Disease Control and Prevention in the United States and the World Health Organisation and to her involvement in the 2003 SARS outbreak.

Professor of Midwifery Jennifer Fenwick, a joint appointment with Griffith University and Queensland Health, shared an engaging and humorous account of her nursing career, stressing the need to be “passionate about midwifery, nursing and patient care, and agitate for what you believe in” to make a difference.



Prof Jenny Fenwick shared the joys of her nursing career at the oration.

Midwifery Award

The Anne Baker Midwifery Award for Excellence in Midwifery Care.

Stephanie Oliver (pictured) was this year’s winner of the Anne Baker Award, which was presented on International Midwives Day.

Stephanie, who has been a midwife for 19 years, has worked as a team leader in the labour ward at the Gold Coast Hospital for two years.

Stephanie said she was “surprised and delighted” to receive the prestigious award for ‘Excellence in Midwifery’.

“I am passionate about child birth and working with women during this special time in their life” she said.

The award is in memory of Anne Baker who was a respected midwife for many years in

the Gold Coast Hospital maternity services. Anne was noted for her many years spent in establishing Antenatal Services and being the driver behind the successful establishment of a midwifery home visiting team.

This award is selected by peers currently working within Maternity Services.



IT tools for medical students

Embracing the Gold Coast Hospital’s shift to digital health information, our 300 Bond and Griffith medical students were orientated to the suite of information technology tools (eMR, AusCare, Impax, Viewer and EDS) prior to their arrival on campus.

The eMR training team supplied the students with electronic learning resources which they could access at their own pace and in their own time. These resources included video demonstrations and printable guides. The students also attended a face-to-face orientation session.

The DTS support team provided personalised attention to ensure this large number of future doctors had access to the eMR and EDS systems. Ongoing support for use of the eMR is available through the eMR support line to ensure patient safety, quality health care and effective communication.



(L-R) DTS members Tony Carpenter and Carrie Neville introduce tools to student Captain Beck and student coordinator Chris Sly.

Robina library is access all hours

The new library at Robina Hospital has opened its doors and made is available to staff at all hours via swipe cards. Library staff will be on hand to assist from 8.30am to 4.30pm weekdays.

It is also the first Queensland Health library to incorporate the latest Radio Frequency Identification (RFID) technology to self check out books, CDs and DVDs.

Director of Clinical Governance, Susan Brandis said she was delighted to welcome Robina staff and students to the new facility.

"This is a terrific milestone for both Robina Hospital and the District as we continue to develop a culture of knowledge and learning," said Ms Brandis.

The library is likely to become a popular resource as it includes a wide selection of new books and audio visual material, eight desk and two quick access computers, wireless and informal seating areas.

"The 24/7 access means information is easily available to ensure patients receive care based on the latest evidence."

"The central location of the library is also significant, and we have plans for regular book launches, guest speakers and knowledge events."

The library is located on the ground floor and can be accessed through the courtyard opposite the entrance to the staff café.

Contact the library on **5668 6543** or email **RobinaHospitalLibrary@health.qld.gov.au**



Library staff from Southport (L-R) Louisa D'Arrietta, Sandra Morgan, Trish Taylor with Robina-based library staff Michele Oldfield and Amanda Wallace at the new facility.

New look intranet home page

The District is introducing a new look home page on our QHEPs site. Sometimes a regular website can feel like an old friend..... so we are giving you a chance to preview the changes before it goes live.

Feedback is welcome so let us know your thoughts. Email address on Groupwise: **GCHSD_QHEPS@health.qld.gov.au**



<http://qheps.health.qld.gov.au/goldcoast/web/newqheps.htm>

Health video available

There is a new video highlighting the Gold Coast Health service and our exciting future. Staff across professional streams feature in the video and talk about their impressions of working on the Gold Coast.

It's an ideal addition to any presentation be it for a local, national or international audience. At a length of just over 2 minutes so it can be worked into most presentation formats.

DVD copies are now available to staff planning to promote the Gold Coast.

The video can be viewed and ordered on QHEPS qheps.health.qld.gov.au/goldcoast/pa/video.



Photo for charity

Staff with a penchant for photography may like to enter a photojournalism competition being run during Philanthropy Week 2012.

QCF (Qld Community Foundation) is offering \$2000 to your choice of charity for the winner of best photograph representing the act of giving and/or the face of philanthropy.

Entry is online via bronwynn@qcf.org.au or by postal entry to **GPO Box 450 Brisbane 4001. Entries close Tuesday 1 May 2012.**



21 MARCH
HARMONY DAY
www.harmony.gov.au

CELEBRATE CULTURAL DIVERSITY

win a morning tea for your work area! | Wednesday 21 March 2012

Wear something orange or multicultural on the day and celebrate Harmony Day in your work unit to go into the competition to win. For more information contact Bernarda_Krmpotic@health.qld.gov.au

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Published by GCHSD Public Affairs

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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 **16 March 2012.**

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