

healthwaves+

Your local health news | February/March 2015

New interns

90 intern doctors make a start on their careers p.3

State of mind

Special feature: An insight into local mental health services p.4-5

Accolades for GCUH

Awards for Gold Coast's newest hospital keep coming p.6

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Cover Image: Music therapist Madeline Bridgland has a unique approach to treating mental illness (see page 5).



Board News

Message from the Chair – Ian Langdon

Mental Health Services – A Critical Component of Gold Coast Health.

It was during a presentation to the Elanora Carers Group in October 2014 that I realised that in my role as Chair of Gold Coast Health I had not focussed sufficiently on understanding the breadth of the services provided by Gold Coast Health to the mental health sector, the needs of the patients and especially the needs of the carers. Subsequently I have endeavoured to gain a better appreciation of this important sector. I suspect that the community at large will

benefit from this edition of *Healthwaves* and its focus on mental health.

This issue of *Healthwaves* features a range of mental health services we provide through Gold Coast Health and the credit for the many recent initiatives should be given to the highly motivated and experienced clinical and support staff engaged in this sector (see page 4-5).

At the end of February 2015, management and clinicians will assess these services to ascertain ways to build on our already exemplary Integrated Mental Health Services. We are fortunate in

that the Queensland Mental Health Commissioner Dr Lesley van Schoubroek has agreed to participate in the assessment.

Mental Health Services represent an important segment of our commitment to community health, it is a sector requiring frequent review as new initiatives emerge and it is a sector requiring constant analysis of adequacy of allocated resources. It is also a sector requiring the community and media's support and understanding of sensitivities and the importance of positive messaging.



Gold Coast Health's research agenda has grown in the past 18 months with more than \$17 million of research grants, 283 journal articles published and 88 conference presentations.

Gold Coast publishes first research report

Gold Coast Health has published its first Research Annual Report signalling a significant milestone for both the organisation and the Gold Coast research community.

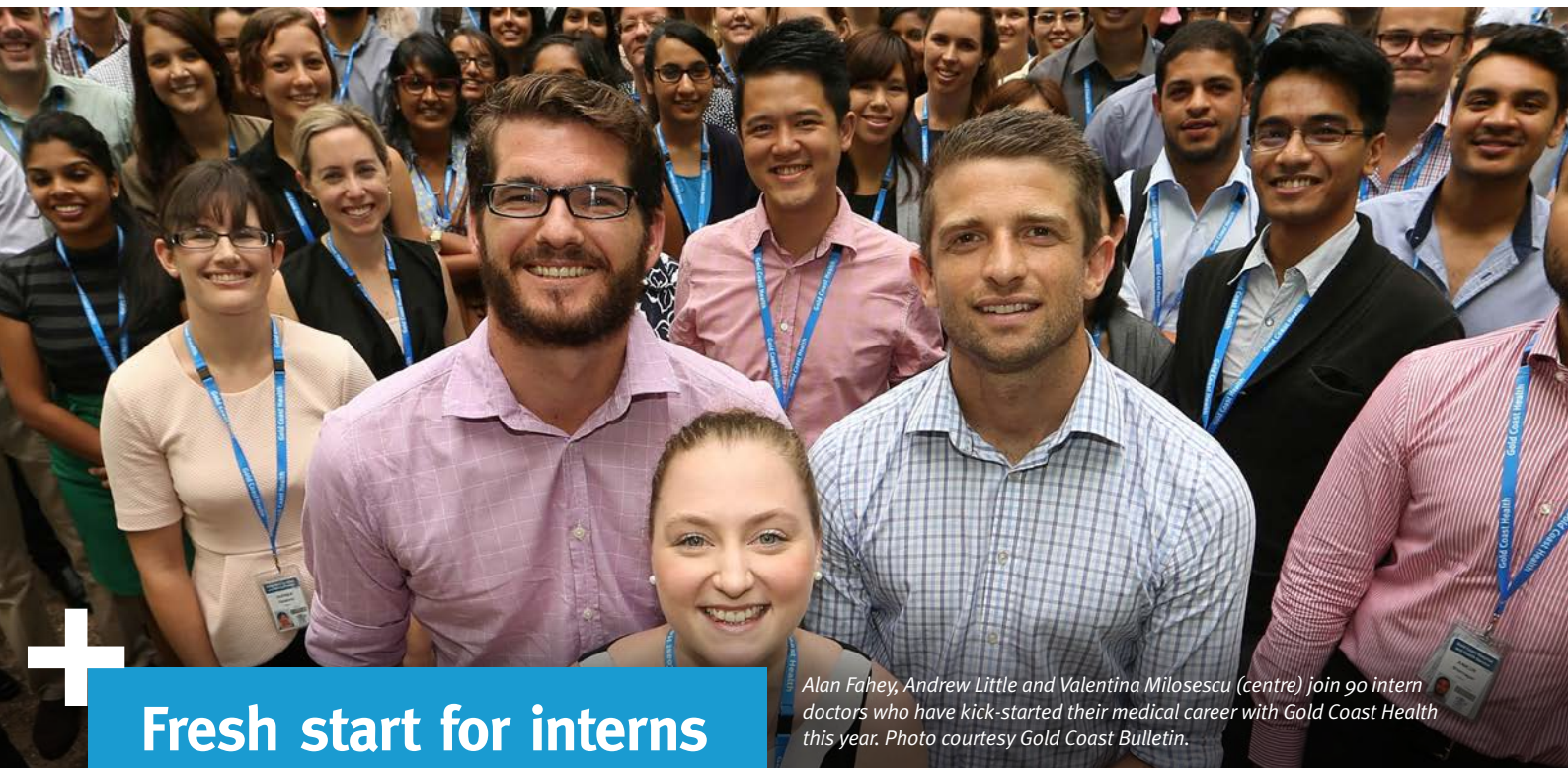
The 2013-14 highlights the \$17 million of research grants, the publishing of 283 journal articles; establishment of a research council and plans to enrich the research culture in the coming year.

Associate Professor Susan Brandis said the progression of research in 2013-14 could not have happened without the support of the health service's Board and Executive.

"As the inaugural Director of Research, it has been both a busy and exciting time in developing the Research Directorate, and progressing an active research agenda on the Gold Coast," Associate Professor Brandis said.

"Our plans for the next year include regular research futures forums, the Gold Coast Health and Medical Research Conference in December, and the enrichment of research infrastructure on the Gold Coast."

To read the Gold Coast Hospital and Health Service Research Annual Report 2013-14, visit: www.goldcoast.health.qld.gov.au



Fresh start for interns

Alan Fahey, Andrew Little and Valentina Milosescu (centre) join 90 intern doctors who have kick-started their medical career with Gold Coast Health this year. Photo courtesy Gold Coast Bulletin.

A New Year means a new batch of intern doctors who started their careers at Gold Coast Health in January.

The interns from Queensland and interstate universities have been undergoing orientation including touring areas they will be working in at both Robina and Gold Coast University Hospitals from 19 January for 12 months.

The doctors are part of 705 interns throughout Queensland starting their employment in 2015.

Director of Robina Hospital Emergency Department, Dr Paul Bowe said the graduates' commencement highlights Gold Coast Health's commitment to training new doctors.

"Gold Coast Health has a proud history of supporting hands-on training to intern doctors which has been further strengthened

by the move to Gold Coast University Hospital (GCUH); Australia's first named University Hospital," Dr Bowe said.

"Undertaking their placement at Robina Hospital and GCUH is a great opportunity for the doctors to gain exposure to a broad range of specialist services which is a good foundation to their medical training."

New intern Dr Valentina Milosescu said, "I love working with children and have wanted to be a paediatrician for as long as I can remember; I'm really looking forward to practically being a real doctor."

The interns will work under supervision in a number of areas including; emergency, surgery, medicine, anaesthetics, paediatrics and mental health.

Volunteering top honour



Gold Coast Health's Dale Tatterson never needs an excuse to smile but she had one after being named the Gold Coast's top volunteer co-ordinator for the second time.

Dale, who oversees an army of 300 kind-hearted souls at multiple hospitals and community health services, received the honour in front of 250 guests at the Gold Coast International Volunteer Day Awards in December.

"I'm very humbled to receive this award as I know how hard everyone works in our sector," said Ms Tatterson, who has co-ordinated Gold Coast Health's volunteer program for almost a decade.

"Patients and families often tell me they are surprised by how extensive our volunteer service is. Visiting hospital can be overwhelming for many people and they're really grateful that

when they walk through the doors a smiling face is waiting to help them find where they need to go."

Gold Coast Health volunteers contribute about 30,000 hours of service and \$860,000 in economic value to the service each year.

Left: Dale Tatterson was named Gold Coast Volunteer Co-ordinator of the Year at a gala dinner in December 2014.

Mental Health Special



Mental health is everyone's business.

While you may not have experienced mental illness personally, it's almost certain someone you know has and often it will have been a person close to you – a family member, a neighbour or a colleague.

At Gold Coast Health's Mental Health Service alone, each year we touch the lives of about 6500 people seeking treatment

or asking for help with their mental illness and the numbers are growing.

Demand on our Mental Health and Integrated Care unit has climbed by up to 8-12 per cent each year for the past four years and the prevalence of the use of drugs such as 'Ice' is further complicating and exacerbating the mental health issues and needs of our community.

Mental health is clearly a significant issue for our society and in this *Healthwaves* special, you will discover how our hard-working and passionate staff are meeting the challenge and we hope you will gain a fresh insight into an issue that is indeed everyone's business.

Karlyn Chettleburgh

General Manager Mental Health and Integrated Care

Help only a phone call away

One phone call can change a life.

That is the message behind 1300 MH CALL, the 24-hour hotline launched last year in a bid to provide the community with a single point of contact to the public mental health service.

With every call answered by professional mental health clinicians, the hotline has proven an invaluable resource for consumers and their families and carers. Furthermore, it has allowed many of them to engage with Gold Coast Health at an earlier stage than they may have previously.

"The more people we have early contact with, the more often we're able to intervene early and help them avoid needing

inpatient treatment," Clinical Director Dr Kathryn Turner said.

"Whereas we were receiving about 100 calls a month when we launched the hotline last year, that figure is now as high as 1000."

For callers in need of help, a comprehensive mental health assessment follows and allows clinicians to consider a range of options including community services offered by Gold Coast Health or other providers through to inpatient care.

"The hotline has been an incredible success from our end but more importantly, it is making a positive difference to the lives of our consumers and that's our ultimate goal," Dr Turner said.

For mental health support, phone 1300 MH CALL (1300 64 2255).

Festival showcases talents

Gold Coast Health hosted its inaugural ArtBeat festival late last year, celebrating the creative strengths and talents of mental health consumers and providing plenty of entertainment along the way. The week-long celebration included an art exhibition, workshops and one-day music festival, which featured a line-up of performers who appreciate better than most the impact such pursuits can have on people's lives.



Mental health
By the numbers

140,000
Community contacts
made each year

6500
People seek treatment
or help each year

1
People
acute ca



In focus with Madeline Bridgland Music Therapist

Madeline Bridgland is using her love of music to help people with mental illness give voice to their experiences.

Madeline Bridgland loves only one thing more than music – helping people. Now, thanks to Gold Coast Health, she’s combining her two passions into a career.

“I’ve got the best job in the world because I can use my love of music to help people,” the music therapist explained of her unique role within the Mental Health Recovery Service.

“Music therapy is an allied health profession where music is used as a tool to actively support people as they try to improve their health, functioning and wellbeing.”

Working within a multidisciplinary team, Madeline has spent the past year helping consumers develop techniques to better cope with their mental health issues.

“I receive referrals from the treating team to work with consumers

throughout their hospital admission,” said Madeline, who studied a Masters of Music Therapy at the University of Queensland.

“Someone may be referred to me if they’re having difficulties with things like anxiety, symptom management, isolation and withdrawal, motivation levels or difficulties with communication or self-expression.

“I’ll then do an assessment and develop a music program that targets those areas of needs and could involve song-writing, instrument-playing, improvisation or relaxation.”

Madeline said music worked on a number of different levels when it came to therapy.

“It calms and stimulates us. It accompanies us through good times and bad. It moves us in and out of every human emotion,” she said.

“Engaging with music becomes a way of voicing your participation in the world and for consumers becomes a way of giving voice to experiences silenced by mental illness.”

Reaching out to those in need

Gold Coast Health is just as focused on helping people in danger of slipping through the cracks as those who walk through its doors.

Among the numerous community services provided by the Mental Health Service is the Homeless Health Outreach Team (HHOT),

which provides comprehensive assessment, care co-ordination and clinical intervention for homeless persons experiencing mental illness.

“A lot of people experiencing homelessness aren’t able to access our other services so we actually go to the places they

tend to congregate and connect with them there,” Gold Coast Health HHOT Team Leader Hazel Bassett said.

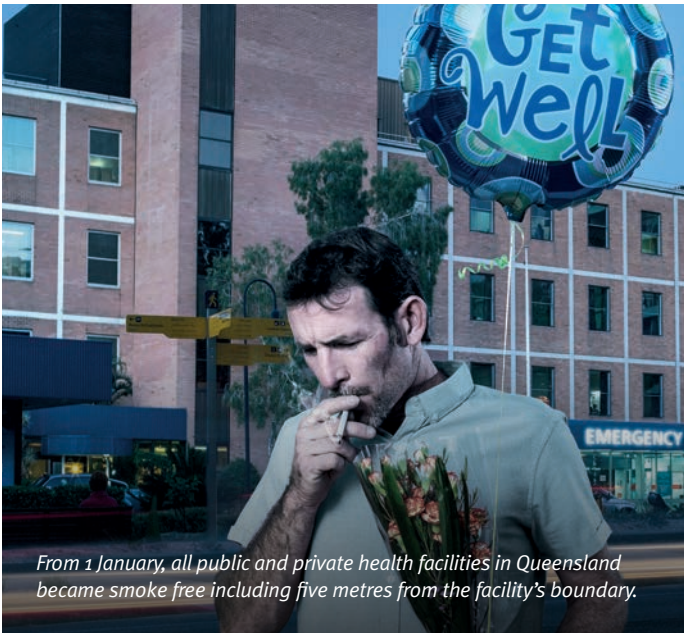
“Unlike traditional mental health community care where we visit people in their homes, our team head to the food vans and parks and engage with people

there. We also have a wonderful network of community providers that contact us if they have concerns about a specific person.

“More than ever, we are reaching into the community to ensure people receive the help and care they need in a way that is acceptable to them.”



Nobody smokes here



From 1 January, all public and private health facilities in Queensland became smoke free including five metres from the facility's boundary.

From 1 January 2015, all Gold Coast health public hospital and community health facilities became smoke free in line with changes to state-wide legislation.

The new laws include all staff and patient residential areas on healthcare facility land and for five metres beyond their boundaries.

Public health facilities include hospitals, community health centres, health clinics, rehabilitation centres, residential aged care facilities.

For information or support to quit smoking, call Quitline **13 QUIT (13 7848)** or talk with your doctor, health professional, general practitioner or pharmacist.



Police from the reality TV series Gold Coast Cops paid a visit to the children's ward at Gold Coast University Hospital armed with toy police dogs just before Christmas. Five-year-old Ciaran Jamieson met Superintendent Jim Keogh, Constable Josh Ford and Senior Constable George Liasides during the visit and got to go home with early Christmas presents for his brother and sister.

Awards keep coming for new hospital

Gold Coast University Hospital (GCUH) has affirmed its status as one of the city's most awarded pieces of infrastructure at the Premier's 2014 Excellence Awards.

The GCUH Project Team were a finalist in the Excellence in Performance category at the awards.

Gold Coast Health Board Chair Ian Langdon said the nomination deservedly highlighted the achievements of the GCUH Project Team.

"The partnership mentality and cooperative approach to stakeholder management have provided the Gold Coast with a world-class facility and expanded health services for many years to come," Mr Langdon said.

GCUH opened on 28 September 2013 following four years of construction and hospital commissioning on the zoha site.

Accolades for GCUH include:

Premier's Excellence Awards

Recognising outstanding initiatives, teams and individuals of the Queensland public service

- Finalist, Excellence in Performance

Master Builder's National Excellence in Construction Awards

Excellence in building and construction

- Winner, Public Buildings \$50 million+
- Winner, National Commercial Master Builder of the Year

Australian Institute of Quantity Surveyors Infinite Value Awards

Projects that deliver exceptional value

- Winner, Government Project Award

Best of Asia Pacific Design Awards

Honouring the highest level of creativity and design excellence

- Winner, Best of Category (Healthcare)

Australian Construction Achievement Award (ACAA)

Excellence in construction

- Finalist

Australian Engineering Excellence Awards

Recognising world-class achievements in engineering

- Winner, Building and Structures

Construction Skills Queensland

Excellence in skilling and training

- Apprentice of the Year: Finalist - Nathan Tokely (winner TBA)

Australian Institute of Building Professional Excellence Awards

Individual excellence in the building profession

- Professional Excellence Award: Mark Plummer (Construction Manager, GCUH)
- Building Professional of the Year: Mark Plummer (Construction Manager, GCUH)

Rewarding nursing excellence



Foundation Chief Executive Officer Kim Sutton, with Ged Williams Early Career Awards recipients Nikki Butler and Chris Halpin.

Eight exceptional nurses and midwives were awarded Gold Coast Hospital Foundation postgraduate scholarships at Gold Coast Health's November 2014 Nursing Oration.

The Oration celebrated the transition of almost 200 graduate nurses into their professional practice as well as recognised the post-registration achievements of a number of Gold Coast Health nurses and midwives.

Foundation scholarships encourage pursuit of excellence in clinical and academic areas at Gold Coast Health, to assist health staff to improve the care that they deliver to patients.

One of the inaugural recipients of the Ged Williams Early Career Awards, Nikki Butler, completed a Graduate Certificate in Neonatal Intensive Care Nursing and said the scholarship has helped with her work.

"This scholarship has enabled me to deepen my knowledge, particularly in infection control protocols and prevention, and clinical intervention," Ms Butler said.

"It has also prepared me to conduct research within my unit, because I want to make a real difference in my field, our hospital and to the babies in my care."

Thank you to Jupiters Hotel and Casino and Professor Ged Williams for supporting this year's awards and congratulations to all recipients.

2014 Postgraduate scholarship recipients

Rayah Marggraf	Sarah Judd
Terri-Ann Bell	Toni Alroy
Christine Pearce	Siobhan Patterson
Nikki Butler	Chris Halpin

Run for more than the finish line

Mark your diaries for the Gold Coast Bulletin Fun Run on Sunday 26 April 2015 and support the Foundation as the event's official charity partner.

The event offers 1km, 2.5km, 5km, 10km and 21km runs and we are challenging participants to set themselves a personal or team fundraising goal through the event registration page at:

www.gcbfunrun.com.au

We hope to see you there!

Ambassador program launched

A vital progression in our journey as a Foundation, the new Ambassador Program will engage a core group of passionate and influential supporters to inspire the community and share our message to continually improve public health services for your local community.

We are pleased to announce Mr Gary Baildon AM as the Foundation's inaugural Ambassador. Gary was appointed at a special reception event in November, and as a respected and prominent member of the Gold Coast community, we are very proud to have him on board.

We look forward to introducing many more ambassadors in the future.

Patient positives

Patient 1

6 January 2015

Wanted to let you know that the nurses that looked after me this time and during my last visit have all been great. Credit where credit is due. Amazing people and culture.

Patient 2

2 January 2015

I wish to convey my thanks to all the staff on their wonderful service to me. Everyone from the facility cleaners, to the nurses and the nurses' aides. The cooks do an excellent job, all the meals are great and one can't complain about hospital food at this vicinity.

Patient 3

22 October 2014

Jasmine (x-ray department) went the extra mile to make me feel comfortable and check that I was ok afterwards. She emanates kindness, empathy and makes the experience, that can be very emotional and daunting, into a warm and caring experience.

Down she goes!

Demolition of the old Gold Coast Hospital reached new heights, with Australia's largest demolition excavator beginning the enormous task of pulling down the hospital tower blocks just before Christmas last year.

The new machine – with a vertical reach of 67 metres – stretches higher than the 11-storey hospital building and can safely demolish the towers from ground level. It is expected to take up to six months to demolish the towers with the specialist demolition equipment dismantling the towers piece by piece.

All hazardous materials were removed from the tower buildings and were independently certified as asbestos free prior to demolition.

Works are now focused on the towers, with the majority of outlying buildings onsite already demolished. Sixteen out of the 20 buildings have already been demolished to ground level, leaving only Accommodation Block 2 (which is being used at the site office), the two towers and the OJ Cassey Education building.

In-ground works are also underway to remove underground structures and services and ready the site for future development with overall demolition expected to be complete late 2015.



Australia's largest demolition excavator in action demolishing the towers of the old Gold Coast Hospital.

Keep up to date on the project by emailing majorprojectoffice@dndip.qld.gov.au to subscribe to regular updates or visit www.dndip.qld.gov.au/gold-coast-hospital-site for more information.

Public generosity 'wheelie' helps



Patients will benefit from the 12 donated wheelie walkers.

Consumer Advisory Group member Bob Robertson, with the help of Ipswich resident Del White are helping patients get back on their feet.

Ms White recently donated 12 wheelie walkers and other aids to Gold Coast Health patients; one of many donations that has been facilitated by Mr Robertson.

Bob has been active in our health service for many years and managed to find and or replace more than 60 wheelchairs (also from Ms Del White) a few years back.



A new campaign is encouraging Queenslanders to keep Emergency Departments for medical emergencies only.

In 2013-14 more than a third (32.4 per cent) of presentations to Queensland Health hospitals' Emergency Departments (EDs) were GP-Type presentations.

This equals more than 430,000 people who could have avoided going to the emergency department for minor ailments such as toothache, headache, ingrown toenails, cold/flu symptoms and prescription requests.

It's important that we keep the ED for people with serious, life-threatening or potentially life-threatening conditions.

If you're not sure, call **13 HEALTH (13 43 25 84)** - a confidential phone service that provides qualified health advice to Queenslanders – and we'll direct you to GP, pharmacy or Emergency.

In an emergency always dial 000.

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For feedback and distribution:

Phone: 07 5687 7485

Email: goldcoasthealth@health.qld.gov.au

Write: Healthwaves Editor

1 Hospital Boulevard Southport QLD 4215

