



healthwaves+

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GOLD COAST HEALTH SERVICE DISTRICT NEWS

Carrara Health Centre grows its services

Carrara Health Centre (CHC) is expanding in more ways than one while continuing to provide even more support for patients through an innovative and supportive care model.

CHC is expanding patient services, increasing parking capacity, and recently celebrated the opening of its sensory gardens.

CHC is also set to house two new clinics, cognitive and falls/balance, focusing on diagnosis of illnesses such as dementia and reducing the risk of injuries from falls at home.

The sensory gardens will assist these new programs by allowing patients access to a therapeutic outdoor area (above), playing a vital role in their rehabilitation.

Enthusiastic Carrara staff including nursing and allied health staff were ably supported by Broadbeach Rotarians, to develop and enhance the open area.

Staff undertook fundraising activities, Broadbeach Rotary donated plants and labour while the statewide Dementia Clinical Network (SDCN) within Queensland Health provided funds to complete the gardens.

Work has recently started on construction of an additional 70 carparks next to the CHC to ease the parking pressure in the area and provide better access for staff.



The Sensory Garden 'before' transformation

Nine new beds are also set to open in support of the GEMS and rehabilitation units, while increasing access to outreach services.

Funding has come from the National Health and Hospitals Network National Partnership Agreement on Improving Public Hospital Services and will support a range of clients with cognitive disorders living in the community.

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Don't miss the buildinghealth+ Infrastructure Update pullout inside!



Dr. Adrian Nowitzke

Message from Adrian

The recently released District strategic priorities are a good indication of the challenge and opportunities that lie ahead for the Gold Coast. We have the ongoing responsibility of providing quality public health services while also planning and developing a large complex work program linked to Robina Hospital Expansion, Robina Health Precinct and the Gold Coast University Hospital.

Four priority areas provide a focus for attention and energy and each contains a number of strategies and plans to the end of 2012. The areas are Access to services, Balanced budget, Opening and operating the expanded Robina Hospital and preparing for Gold Coast University Hospital in the online document District Priorities – Definition and strategies. Many of the projects and initiatives highlighted in this newsletter are helping us to achieve these priorities.

The scope and breadth of the topics in the strategic priority document reflect the size of the task ahead. I encourage you to review the priorities and consider which ones you are already supporting, which ones you are passionate about, how you might address the priorities directly or support others to do so.

There are a number of other planning exercises underway to prepare us for the short term (operational plan for next financial year) and the long term (service line planning to 2016) future. Operational plans define the activities and goals of work units in divisions, departments, wards and offices. Each plan contains activities linked to District priorities outlining how and for what reason they will be achieved.

Apart from planning for the future it is important to live in the present. There are some lovely reminders of recent District activities in this edition ranging from Cancer Survivors Day to Team Health at Gold Coast Marathon to the launch of the Sensory Garden at Carrara and the Patient Journey Project barbecues. Times are good.

Updates and information on Service Line Planning process can be found through the GCUH intranet.

Positive signs for PJP solutions

The Patient Journey Project (PJP) has moved into an action phase and early indications show signs of improved access to services.

Activities like the PJP Launch BBQs gave project members a chance to get out and hear what staff were thinking and to gain feedback on how the initiative was progressing.

“Our job was to hear what our colleagues and our consumers thought about fixing blockages in our patient flow and now we are working on putting those ideas into action,” PJP Project member Dr James Lind said.

“While we are trailing some initiatives and others may be temporary, its about working toward a long term goal of system improvement,” he said.

In the early weeks a medical specialist was introduced into the ED, and it appears the number of people waiting more than 8 hours for admission in the ED, was significantly reduced.

Another example has been the introduction of a dedicated MRI slot for emergency neurology inpatients. With the support of both departments, the initiative is another small step in reducing wait times for inpatient services as part of the patient journey.



Executive sponsor, COO Naomi Dwyer engages with staff over PJP



Patient boards are being trialled in 8C

Conversations with the CEO Friday 9 Sept...

GOLD COAST HOSPITAL
Education Centre 6/7 – 8:30 – 9:30am
ROBINA HOSPITAL
Bond Demountable – 10:30 – 11:30am
CARRARA HEALTH CENTRE
Meeting Room – 2:00 – 3:00pm

Better care and less surgery for cancer patients

The Endoscopy team has welcomed the arrival of the new endoscopic and endobronchial ultrasound equipment, allowing a wide range of both diagnostic and therapeutic procedures for the community.

Below: Dr Tang prepping the new equipment for the day ahead



The equipment allows less invasive and more efficient investigation of oesophageal, upper gastrointestinal, pancreatic and lung cancer.

Dr George Ostapowicz said the equipment will increase capacity within the service.

“The equipment is a valuable addition as it enables a more accurate, less invasive and often cheaper way of diagnosing cancers,” Dr Ostapowicz said.

“We can undertake more efficient investigations without the need for open surgical procedures for oesophageal, pancreatic and other upper gastrointestinal and bronchogenic (lung) cancers.

“By providing more efficient treatment and reducing their hospital stay, we are able to treat more patients.”

The equipment was funded by the Commonwealth Government National Health Reform Agreement - National Partnership Agreement on Improving Public Hospital Services.

The agreement, endorsed by the Council of Australian Governments, aims to invest in emergency department access, elective surgery waiting lists and sub-acute care.



Clinical Services Building tops out

The \$1.76 billion Gold Coast University Hospital, the main Clinical Services Building has officially 'topped out'.

Health Minister Geoff Wilson performed the final concrete pour on the top floor of the nine level building, finalising the structure for the main hospital building of the tertiary facility.

Gold Coast Health CEO Prof Adrian Nowitzke said the day marked a significant milestone in construction and showcased the progress of the new facility.

"With the main Hospital building now at full height, our staff and the community can get a real feel for the layout and size of the facility", Prof Nowitzke said.

left – Senior executives of Lend Lease and Queensland Health join Health Minister Geoff Wilson to smooth the final concrete of the main GCUH building

Electronic medical record is almost here

Robina Hospital is buzzing with anticipation as it becomes the first facility in Queensland to implement the Cerner eMR system.

Trials will get underway shortly in the intensive care unit and the palliative care ward as part of the phased implementation approach being taken by the project team.

The eMR project team are on the front foot eagerly procuring computers and scanners in clinical areas in anticipation of the roll out.

Project education sessions have also recently commenced and formal training sessions are also set to start in the near future.

The feedback from these and other events has highlighted how practical and easy the system is to use, confirming the GCHSD is once again at the forefront of modern healthcare.

For further information on training please contact eMR on 5668 6702 or email GCeMRtraining@health.qld.gov.au.



The banner that hung from Robina Hospital's new entrance



Keynote Speaker Prof Elaine Duffy, with ED Ged Williams and Amy Enderlin award recipients.

Patients feature on International Nurses Day

Patients played a key role in presentations at this year's annual celebration of International Nurses Day.

As a reminder of what nursing is all about – quality patient care - speakers this year included the stories of two former District patients Brendan Cole and Che Phillips.

Brendan's story particularly touched the audience as Australia's first intestinal transplant recipient.

During the time before Brendan's life changing surgery, he was treated at Gold Coast Hospital and became a staff favourite, so much so he convinced one of the nurses on the ward to be his fiancé.

The Education and Conference Centre was buzzing as staff popped in and out during breaks to attend a variety of presentations from their peers and invited guest speakers.

This is the first year in the history of the award that three medals were awarded in recognition of nursing's increasing diversity.

Amy's contribution to health on the Gold Coast is enshrined in the annual award given in recognition of an exemplary contribution to nursing.

Congratulations to the winners:

Registered Nurse category:

Nurse Unit Manager for Supportive and Palliative Care Inpatient Unit, Maureen Tapfield

Enrolled Nurse category:

Endorsed Enrolled Nurse from Cardiology, Simone Griffith

Assistant in Nursing category:

Assistant in Nursing for the AMU Unit Robina Hospital, Trish Jones



eMR – Search on for rogue forms

All district forms are being redesigned to include bar codes in preparation for the electronic medical record.

The scanning process is a critical part of the eMR. The clinical documentation team has been busy redesigning forms into a standard template that adds a number of features and streamlines forms across departments.

Information on how to re-order new forms and when to replace old stock will be made available as the go-live date draws nearer.

If you are aware of forms without a barcode or patient identification label section on every page, or you are planning a new form, please contact the Clinical Documentation Team on gchsdforms@health.qld.gov.au

Thank you to the areas who have submitted their forms to the clinical documentation team.



Above: Bar codes are essential on every form

Purpose built unit supports the aged

Continuing refurbishment at Robina Hospital is not stopping one of Building H's newest ward team from settling in.



Clinical Nurse Leisa Flowers shows off the secure dementia ward.

Geriatric and Rehabilitation Unit (GARU) staff, including Clinical Nurse Leisa Flowers have been getting to know their purpose built surrounds and undergoing dementia-specific training prior to opening.

Led by Nurse Unit Manager Annetta Palfrey, GARU combines a secure dementia/behavioural area with rehabilitation.

The aim of the unit is to observe the behaviours of the dementia patients and prescribe both treatment and ongoing strategies to give them and their significant others a better quality of life.

Purpose built features including homely timber-style flooring and a break-away area which includes a bus stop.

The Unit's environment encourages normalcy in the activities it provides for its patients.



Former patient Andrew Mackintosh celebrates with unit staff NUM Thazin Pyone, Dr Sandeep Chand and Executive Director, Karlyn Chettleburgh

Young Adult reopens at Robina

Andrew Mackintosh praised the work of the Acute Young Adult (AYA) Mental Health Service at its relaunch at Robina Hospital.

A former patient, Andrew addressed a crowd of about 30 Unit staff, and explained how important the service has been in helping him move into a suitable support program as an adult.

To ensure patient safety, the Acute Young Adult Unit was closed to allow a 12 month construction program which included building new areas of Building G, and refurbishing the older areas as part of the Robina Hospital Expansion.

Executive Director, Mental Health and ATODS Karlyn Chettleburgh emphasised AYA as a transition service and is pleased that local access to this local service was again available.

Specialty Medical Unit

Marjorie Brookes from Varsity Lakes has nothing but glowing reports about her overnight stay in one of Robina Hospital's newest wards.

Seen in the emergency department after having a fall by Dr Aaron and nurse Carla, she was happily received by registered nurse Danielle Wohling in the Specialty Medical Unit now located at H1 East.

Majorie was very impressed with her care, saying "the staff here are wonderful, and the single room was a bonus."

Her thoughts were echoed by Danielle, a nurse recruited to the unit.

"We have a great team, a great working environment and we've already participated in lots of education and training to ensure our skills are on the mark," she said.

Looking after high dependency medical patients, the Speciality Medical Unit will receive most cardiac and respiratory patients needing specialist care under the guidance of Nurse Unit Manager Gail Ryan.

Below: Patient Majorie Brookes chats with her nurse Danielle Wohling in SMU.



GCUH intranet is here!

The GCUH intranet site on QHEPS is now up and running!

Jump online to check out the latest information on the progress of GCUH. Follow the links to have a virtual tour of the facility and review the projects currently underway in support of the transition phase. Visit http://qheps.health.qld.gov.au/gcprojects/gcuh_home

Staff flu vaccinations

Medical Imaging administration officer Fay Joseph knows the importance of a yearly flu vaccination.

"Getting the flu vaccination is about protecting myself from the virus, but also and importantly, protecting my team mates and the patients we serve," she said.

Clinical nurses from the Infection Control team coordinate staff flu vaccination clinics throughout March, April and May.

Whilst the official staff flu clinics have now come to a close, Clinical Nurse Consultant Deborah Macbeth urges all staff to register for their flu shot with the staff clinic.

"By virtue of our occupation and physical location in facilities full of people trying to get well again, we need to protect ourselves and our patients as best we can."

Contact Infection Control on 5519 8538 to organise your flu vaccination.

Left: Infection Control, Sam Lavender gives Fay Joseph her flu vaccination.





The Workforce Planning team, Director - Ben Archdall; Project Managers - Shane Wilkinson and Toni Spencer; and Assistant Project Officers - Natalie McCarthy and Julie Elliott. (Absent Toni Spencer)

Introducing the Work Force Planning Team

With all buildings on the GCUH site now structurally complete, workforce planning for the new hospital is well underway for new and expanded departments.

The GCUH Workforce Planning team comprises: Director - Ben Archdall; Project Managers - Shane Wilkinson and Toni Spencer; and Assistant Project Officers - Natalie McCarthy and Julie Elliott.

The team members bring skills and experience from various backgrounds including nursing, finance, planning and development.

The team will be helping to develop an operational workforce profile for GCUH, keeping in mind the specific requirements of priority groups and new services.

Health and Wealth

The community was given the opportunity to have all their questions on District services answered at the Robina Health and Wealth Expo.

Older community members received information at the Expo on how to access Gold Coast health and wealth services. Staff engaged and informed the community of current and future District health services.

The community was invited to engage with health service delivery through the District's own Consumer Advisory Group (CAG). The new Gold Coast University Hospital, Robina Hospital expansion and Robina Health Precinct were also featured on the day.

The stall greeted over 50 elderly visitors to the expo and locals were excited about the new Robina Hospital services and buildings on their doorstep. Users of the hospital praised the great service and its friendly and welcoming atmosphere.

The most popular questions on the day involved health activities at their local hospitals, the Gold Coast University Hospital, Robina Hospital expansion completion date, the future of the Gold Coast Hospital and the range of services available in the community.



Lauren from Hi-5 and Purplena the fairy visiting patient Jamie McGrath, organised by Radio Lollipop



Staff took part in the recent Careers Expo at the Gold Coast Convention Centre

Girrebala 15th Anniversary

Over 65 staff, inpatients and members of the community attended a fun filled morning to commemorate the 15th anniversary of Girrebala House.

"Girrebala", an indigenous word meaning "awakening", fits closely with the principles of recovery and cultivating new beginnings, an integral part of the Mental Health Rehabilitation Services.

The house itself has recently undergone physical and functional changes, with recent

renovations being completed and by adopting a new model of care.

With a fresh coat of paint, new carpet and art work completed by past and present members displayed on the walls, Girrebala is ready to continue to provide its invaluable service to the community.

A number of speeches on the day from staff acknowledged the importance of Girrebala as a vital community link as well as a welcoming place for all seeking education, support and acceptance.

Rehabilitation Services Peer Support Worker Lou Xuereb also provided the music for the morning.

Congratulations Girrebala House and the Gold Coast Mental Health Rehabilitation Services team on reaching this commendable milestone.



Staff and the community celebrate Girrebala House's birthday

National Volunteers Week

They are often the first person to greet visitors who enter the front door at Gold Coast and Robina Hospitals, wearing a smile encased in a helpful demeanour.

Despite usually working behind the scenes, District volunteers found themselves under the spotlight at National Volunteers week.

They were recognised for their tireless efforts in ceremonies at Robina and Gold Coast Hospitals.

CEO Dr Adrian Nowitzke, People and Culture's Nicole Bunning and Volunteer



CEO Dr Adrian Nowitzke and Volunteer Coordinator Dale Tatterson with the Robina Hospital Volunteers - Photo courtesy of the Daily News

Coordinator Dale Tatterson presented recognition certificates for years of service.

Congratulations:

10 Years: Carol Allan, Pam Malzard, Janet Robinson and Pat Ten-Cate

5 Years: Bronica Baxter, June Caruana, Joy Ryan, Pam Wells



Above: Project support officer Sarah Teakle has all the answers at the Health and Wealth Expo



L to R – Dr Jeremy Wellwood, Rick Cowley, Jaya Cowley, Eleanor Crawford, Susan James

Cancer Survivors Day

Surviving cancer was embraced by the local community in an afternoon of inspirational stories and personal experiences as part of Cancer Survivors Day.

Organised by the Gold Coast Health Service District's Haematology Oncology Department, the event held at the Robina Community Centre featured a mixture of guest speakers and local entertainment including Caitlyn Turner and community choir Mosaica.

Gold Coast Councillor Susie Douglas, herself a cancer survivor, drew upon her own battle with breast cancer to inspire others never to give up the fight.

Councillor Douglas was joined by carer Denis Gear and fellow cancer survivors Susan James, Eleanor Crawford and Rick Cowley whose stories were met with appreciation from the audience.

Director of Haematology Oncology Dr Jeremy Wellwood was delighted with the attendance and positive feedback the event received in only its second year of operation.

"There were around 100 participants from the community, from young adults to people in their eighties," Dr Wellwood said.

"The day is part of our larger plan to better engage with the community as we build towards the opening of the new cancer services at GCUH," he said.

Nepal trip for surgical staff

Robina Hospital surgical staff again embarked on a self-funded trip to Nepal at the end of May, volunteering in Dhunche, a small village about 118 km from capital, Kathmandu.



Founder and organiser Lisa Kiddle on right with Dr Brendan Doherty and RN Hayley Oberhardt

The five day surgical camp which has turned into an annual trip for some, aims to complete about 40 surgeries and over 400 dental treatments for local villagers who otherwise do not have access to health services.

This year's team included surgeons Paul Bennet and Brendan Doherty and nursing staff Barry Robinson, Hayley Oberhardt along with founder and coordinator, Lisa Kiddle.

With donated equipment, no facilities for showering and a 10 hr bus journey to get to the village, the District is extremely proud of the group for showing such leadership and generosity in adverse conditions.

For more information about this year's trip, visit www.aus-nep.com

Farewell to Beth

Foundation Development Manager Beth Dermoudy has bid farewell to the GCH Foundation and the District after providing almost twelve years of dedicated service.

During her time with the Foundation and through her work, Beth has continually contributed to the wellbeing of the hospital's patients, staff and researchers.

Arriving to open the doors to the Foundation in an old Queenslander, on the site where today stands the Griffith University Medical School, Beth quickly discovered this was to be a challenge of persistence and love.

Since that time Beth has initiated the inaugural Art Union, the Gala Ball and under her leadership, the Foundation introduced a program of funding education and research grants for staff. In more recent years Beth introduced the collaborative research grants program with Griffith University.



Above: Beth presenting an award to the Heritage Building Society

These programs continue today and have been followed by equipment and other grant programs raising over \$2.9m.

The Foundation's Board, staff and all associated wish Beth happiness in her future and expresses their deep gratitude for her contribution to the organisation.

Pulling together to deliver healthy future

Griffith University Gold Coast campus was overrun by Allied Health staff during the Symposium on musculoskeletal services and future visioning.

The symposium tackled topics surrounding the potential change in how chronic pain sufferers are managed and highlights the growing relationship between Griffith and Queensland Health in key collaboration areas.

Dr Liisa Laakso, Deputy Head of Griffith University's School of Physiotherapy and Exercise Science, opened the symposium with Executive Director of Allied Health Morven Gemmill.

"The location of the new university hospital alongside the Griffith University Gold Coast campus will create immense opportunities to collaborate and work towards evaluating different models of care, for improved health service delivery in the area, and leading to even better management of patients," said Dr Laakso.

"We aim to identify ways that scarce resources can be better used and how to build the evidence base for Allied Health intervention in musculoskeletal conditions," she said.

The day attracted over 100 clinicians, researchers, services users and community groups.



Left to right: Morven Gemmill, Executive Director Allied Health, GCHSD; Dr Lesley Holdsworth, (Keynote Speaker), Director for AHPs NHS 24, Scotland; Susan Nancarrow, Professor of Health Sciences, Southern Cross University.

Outstanding feedback a part of the Better Workplaces Survey

Two areas of the Gold Coast were singled out for achieving consistently higher scores in the recent staff survey than most areas of the state. Both the division of Medicine and the team working on infrastructure projects (GCUH/RHE/Robina Health Precinct) were commended as high achievers in the state.

Medicine in particular recorded a number of positive shifts and improvements compared to its previous survey results.

The Queensland Health survey gives everyone a chance to comment on their workplace. The information received informs decision making about improvements and developments within the work environment.

While feedback in the most recent survey was received from just one in three Gold Coast staff, it still provides valuable insight into what people appreciate and what changes they would like to see.

Results including a district wide summary are available on the intranet at: <http://qheps.health.qld.gov.au/goldcoast/pc/bwsos.htm>

Divisions have developed action plans which may include focus groups and other initiatives. Please communicate your success stories of positive actions taken as a result of the survey so we can celebrate the success of the Better Workplaces Staff Opinion Survey as a feedback mechanism in achieving improved workplaces for staff.

For more information contact People and Culture on 5519 7091.

Gold Coast donors shine in National Blood Donor Week

9A Oncology Nurse Irene Dickie has been honoured during National Blood Donor Week for reaching the 350 donation milestone.

Irene said she was thrilled to be one of 570 thousand Australian blood donors recognised this year after making a total of 359 donations.

"The greatest reward of giving blood is knowing you have helped save three lives with every donation," Ms Dickie said.

"I see patients every day who use blood products and with one in three of us needing blood in our lifetime, its satisfying to know I could be helping a patient or providing for one of my loved ones.



Irene and Australian Red Cross Community Relations Officer Samantha Clifton

Irene's generosity does not stop there as she is also a Bone Marrow donor and volunteers for other organisations on the coast.

To give blood, contact the Blood Service on 13 14 95 or visit donateblood.com.au



2011 Making Tracks Awards displayed during the District celebrations.

GCHSD celebrates NAIDOC week

Eighty five staff and community members joined the Gold Coast Indigenous Health Service at Gold Coast Hospital to celebrate NAIDOC week.

The day included short films from "Blackscreen" and a feast of bush-tucker inspired foods such as kangaroo kebabs with spiced rub, lemon myrtle fish, a range of fresh salads and an amazing hand designed cake.

NAIDOC Week celebrates the history, culture and achievements of Aboriginal and Torres Strait Islander peoples.

Originally standing for 'National Aborigines and Islanders Day Observance Committee', who were responsible for organising national activities, the name since has now become much more.

NAIDOC is celebrated not only in Indigenous communities, but by Australians from all walks of life. The week is a great opportunity to participate in a range of activities and to support your local Aboriginal and Torres Strait Islander community.

Find out more about the origins and history visit www.aidoc.org.au



Gold Coast Foundation Manager - Fundraising and Events, Vicki James

Former Nurse of the Year Winner comes home

The day Beth Dermoudy left the Foundation team marked the end of an era. However, despite this sad occasion, it is an opportunity for a new one to begin.

On this note I would like to formally welcome former Gold Coast Hospital enrolled nurse and Nurse of the Year Winner, Vicki James to the Foundation.

Vicki has been recruited to take on the newly established role of Manager, Fundraising and Events.

Having spent the past seven years as the regional fundraising manager at the Cancer Council Queensland, the passionate Gold Coaster is a welcome addition to the team.

Vicki has already commenced her duties on several projects including the 'Cloud 9' ladies luncheon, the Foundation's Gala and Golf Day.

Having been a nurse here, Vicki is well known to many staff and we are delighted to see the broadening of the Foundation's engagement across all areas of District activities.

We are delighted to have Vicki back in the District family.

team health 2011



Triple Crown for Team Health 2011

Team Health has taken out the 2011 'Triple Crown', securing the 'Largest Team' and 'Most Kilometres Travelled' awards for the Gold Coast Airport Marathon.

The final figures reveal 663 staff members and their immediate families hit the pavement on the marathon weekend to travel a combined 10,339 kilometres.

The team continues to grow each year and is lead by local Gold Coast Health staff, making up over 15% of this year's team.

Gold Coast Health staff not only made up the majority of the running team, they also volunteered their time and effort behind the scenes.

The aftermath affects on the runners bodies were quickly quelled once again by Matt Flood and the physiotherapy department, providing physio and massage treatments across the weekend.

This service once again saw some of the longest lines in the marathon precinct.

Volunteers also manned the registration booth at the convention centre across the weekend.

Left: CEO Adrian Nowitzke and Team Health coordinator Tony Brown holding the awards for Largest Team and Most KM Travelled

Medical Team breaks record

Team Health does not just focus on the staff running on the day, but extends to those volunteering their time and services behind the scenes.

Staff from Gold Coast and Robina Hospitals each year form the 'Medical Team' and are responsible for intercepting exhausted runners as they cross the finish line.

This year the Medical Team, led by Brent Richards, continued Team Health's record breaking run by setting a new one of their own.

The 'Medical Team' treated 160 injured runners, almost 50% more than last year's event, despite overall participants being down.



ED Assisting Nursing Director Jo Timms and CNC Simone Stephens ready to run their own race for the Medical Team



Theatre Department walks for a cause

The Gold Coast Hospital Theatre Department staff strode to standout on the Marathon weekend to raise awareness and funding for Solomon Islands healthcare.

The group, this time organised by Clinical Facilitator Jo Lavin, holds regular events to raise funds for programs set up by fellow staff member Trevor Wallace.

Trevor regularly visits the Solomon Islands and with his experience, helps set up Hospital programs within their healthcare system to better support their surrounding community.

Left: Standing out on the day was not a problem for the Gold Coast Hospital Theatre Department staff

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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

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are required by **16 September 2011.**

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