



# healthwaves+

JUNE / JULY 2012

GOLD COAST HOSPITAL AND HEALTH SERVICE NEWS

## New Era for Gold Coast Health

**The appointment of the Gold Coast Hospital and Health Board Members sets a new direction for local public sector healthcare.**

Power to control health services locally was transferred to Hospital and Health Boards on 1 July 2012.

Gold Coast Board Chair, Ian Langdon said the reform signifies a monumental change for the health industry and will transform the way our health services are governed.

"Devolved decision making is a key part of the strategy to rebuild Queensland Health.

"What this means is decisions for the community will now be made locally.

"I will be working with the Gold Coast Hospital and Health Board to deliver health services to the local community.

"This new direction will lead to the improved efficiency of our local hospital and health services.

"I look forward to working with them to build on community confidence.

"It's a new direction for public sector healthcare in Queensland and is great news for the Gold Coast community."

Meet the rest of the Gold Coast Hospital and Health Board members on page two.

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# Meet the Board



## Mr Ian Langdon

Ian has extensive board experience encompassing roles such as board chairman, audit committee chairman and non-executive director with a wide range of companies. Mr Langdon has also held various academic positions with the last being Associate Professor and Dean of Business at Griffith University (Gold Coast campus).



## Mr Kenneth Brown

Ken is a qualified accountant with a Bachelor of Health Administration and has a strong public health service background as CEO of health services in New South Wales. In 2000, Mr Brown was awarded the Public Service Medal for outstanding public service.



## Professor Allan Cripps

Allan is the Pro Vice Chancellor (Health) at Griffith University and has held various board and committee positions, particularly in the tertiary sector. Professor Cripps has contributed to dozens of publications and supervised many students to complete their PhD, Masters and Honours.



## Ms Colette McCool

Colette has experience in both local and state government, including 13 years as the Director, Community Services for the Gold Coast City Council. Ms McCool has been active on a number of boards and associations, particularly on the Gold Coast in recent years.



## Ms Pauline Ross

Pauline has worked in senior and clinical executive management roles in the public sector for over 25 years in the areas of policy, financial, strategic and operational management and health services. Mrs Ross has experience as Board Director of the community-based Southern Cross Credit Union and was the Chief Nursing Officer for five years.

More information about our new Board is available online, please visit: [health.qld.gov.au/goldcoasthealth/html/board.asp](http://health.qld.gov.au/goldcoasthealth/html/board.asp)

# Farewell from Adrian

*Dr. Adrian Nowitzke*



**A warm welcome to the members of the Gold Coast Hospital and Health Service Board and the beginning of 'a new era' for Gold Coast Health.**

The appointment of a local Board sets a new direction for public sector healthcare and will improve the efficiency of our local hospital and health services. Board Chair Ian Langdon and Board members Kenneth Brown, Professor Allan Cripps, Colette McCool and Pauline Ross have been given a big task but I am sure they will continue to lead the way so the Gold Coast can become the greatest provider of public healthcare in Australia.

Thank you to all who came and celebrated both a new beginning and the end of my time here at Gold Coast Health at the event held on 22 June. It was an hour of memories, fun, special entertainment and a celebration of our new beginning. Thank you to the instrumental staff who made this event possible including the Public Affairs team, Retail Food Services and the "GCUH Choir".

I am so very grateful that I was privileged to be asked to join and lead this wonderful team on the Gold Coast. The ability of our people to conquer adversity and innovate to improve our services is truly amazing. It is a great privilege to be able to learn from others. You have taught me compassion, caring, teamwork and above all the tremendous power of human ingenuity and spirit. So many of you have touched my life in ways that are too many to begin to articulate here.

I am very sad to be leaving and Gold Coast Health will forever be a place of fond memories for me. Thank you for that.

## Message from the Chair - Mr Ian Langdon

**I was pleased to accept the appointment as Chair and recognise the challenge of establishing a new reporting and accountability structure.**

The initial challenge for me and the new Board will be to add genuine value to Gold Coast Health. This will not happen automatically so it is imperative that areas likely to benefit from localised governance and strategic focus are identified from the outset.

I have had many years of commercial experience as a Board Chairman and

previously as a university academic. A priority is to engage with the wider community and ensure that the health service strategy is consistent with its needs.

Some details on my personal background; my wife and I have lived in the Gold Coast district for approximately 25 years. We have three married daughters, one an accountant (naturally), another a sonographer and the third is a physiotherapist. I enjoy sport, especially tennis and together with my special needs grandson am a member of the Gold Coast Suns (Yes they will win soon!

Perhaps?). I also enjoy working under the strict supervision of my wife in our Mount Tamborine gardens.

I look forward to progressively interacting with staff across all the health facilities and commit to working for continued provision of excellent health services to the community at large.

## Ian Langdon

Board Chair Gold Coast Hospital and Health Service



# Celebrating a New Era

More than 130 staff celebrated the beginning of a new era for Gold Coast Health and farewelled former CEO Dr Adrian Nowitzke at a special event on 22 June.



Guests enjoying selection of food.



Dr Adrian Nowitzke presents the HCC Dr Ian Mavor and Shirley Wee with certificates recognising their service.



Chief Operations Officer Naomi Dwyer, Dr Adrian Nowitzke and his wife Brooke.



The GCUH Choir serenaded Dr Nowitzke, begging him not to leave.



Director of Psychiatry Dr Kevin McNamara and Rehab Team Leader Tawanda Machingura present Prof Nowitzke with a gift on behalf of Mental Health and ATODS.

## Independence comes to Robina Hospital

**There wasn't any fireworks, but on 1 July, Robina Hospital celebrated an independence day of its own. For reporting, performance and financial purposes, the hospital attained independent facility status for the first time since joining Queensland Health in 2002.**

It means that patient care undertaken at Robina Hospital will no longer be recorded and measured as part of Gold Coast Hospital activity. Rather than having campus status, Robina Hospital will be a facility in its own right. Carrara Health Centre will be included under Robina Hospital.

Project Manager Kirsten Hinze said the new system will bring some changes.

"Inpatients who transfer between our hospitals will need to be discharged and re-admitted at the time so there will be two episodes rather than one hospital stay as currently is the case".

"Staff will need to be familiar with new ward codes and some system modification but it won't take long to pick up," Ms Hinze said.

Professor Nowitzke reassured staff that the data adjustments will not change the fundamental structure of the hospital.

"Robina Hospital will continue to operate as usual under a networked District management structure," he said.

Training on changes to HBCIS, eMR and other systems is underway and a union consultation phase commenced in April.

If you have any questions about facility independence or you would like to learn more please email [GCUHInformationManagement@health.qld.gov.au](mailto:GCUHInformationManagement@health.qld.gov.au)



Photo: John Gollings



## Patient menu choices expand

**Gold Coast Health patients will see a wider variety of food choices in coming months as the standard patient menu is overhauled and expanded.**

The new menu will be based on the new Statewide Nutritional Standards and include more than 60 new products which are on offer under a new Standing Offer Arrangement (SOA).

Food services manager, Michelle Bishop said only 20 of the existing products will be retained alongside a wide range of new items provided by new suppliers from August.

"While we get many positive comments from patients we are always keen to improve the services," Ms Bishop said.

Food Service Dietitian Ms Liz Wisely has been a conjoint appointment with Griffith University to focus on food services. Her appointment and involvement in the development of the patient menu highlights the importance placed on this area of patient care.

Ms Wisely said the Service is always seeking to improve the quality and nutrition of food we provide our patients.

Director of Nutrition Alan Spencer highlighted the importance of good nutrition in terms of timely patient recovery particularly for those with pressure ulcers or who receive intensive care treatment





## The Viewer is now live across Gold Coast Health facilities

**Information Division's latest eHealth solution, The Viewer, was first introduced to Gold Coast Health in November.**

With the help of District Coordinator, Tony Carpenter, who provided training to eight facilities within the district, we are pleased to announce that The Viewer is now live across the whole Hospital and Health Service.

The first of its kind in Australia, The Viewer provides clinicians with quicker access to vital real time patient information regardless of where a clinician is based or where a patient is located in Queensland.

'The Viewer will be brilliant when a confused patient comes in at night,' said Dr Jeffrey Hooper, from the Emergency Department at Robina Hospital.

The solution sources critical summary patient information from various Queensland Health systems and hospitals, and presents it in a simple, consolidated format on one screen.

Sharon Cordery, an administration officer from Robina Hospital is another fan of the new system and said 'The Viewer is the best and most user friendly system I have seen at Queensland Health.'

The Viewer will be available to all 261 Queensland Health facilities including hospitals, outpatient centres, community centres and primary care centres that have access to the Queensland Health network.

Congratulations and a special thank you to The Viewer Project Team and Tony Carpenter for their commitment and dedication to rolling out a successful project.

For more information about The Viewer, please visit [qheps.health.qld.gov.au/emr-viewer/home.htm](http://qheps.health.qld.gov.au/emr-viewer/home.htm)

## Making sick kids smile

**Kids presenting to Robina Hospital's emergency department will feel more at home thanks to a donation from Baulderstone Queensland's team working on early road works in Broadbeach for Gold Coast Rapid Transit.**

The team, pictured with new mum Rachel Macdonald and her daughter Sienna, banded together to raise \$1200 for Children's services at Robina Hospital through raffles at their current work site.

Donations for our hospitals are received through the Gold Coast Hospital Foundation, and can be used for medical equipment, research grants and initiatives such as paediatric specific treatment rooms within our emergency departments.



BQ's Dominic, Jai, Jesse and Lachlan presented ED NUM Bruce Morton and Robina Expansion Project Director Jackie Hawkins with their generous donation in the presence of one of their many children seen at Robina Hospital.

## Bowel cancer screening program continues to save lives

**In Australia, bowel cancer is the most commonly diagnosed internal cancer in men and women, with one in 12 people developing the disease by age 85. Those over 50 are most at risk.**

Staff from the Queensland Bowel Cancer Screening Program continue to do their bit to save lives, by supporting the implementation of the National Bowel Cancer Screening Program.

Gastroenterology Nurse Coordinator for the Gold Coast, Jenny Harvey said the program is helping minimise the impact of the disease.

"The screening program continues to assist in the early detection, and prevention of bowel cancer, if polyps and adenomas are identified and removed," Ms Harvey said.

"By December 2010 a total of 398 National

Program participants had undergone a colonoscopy at a designated facility in the Gold Coast region, of whom 272 had at least one polyp or pre-cancerous adenoma removed.

"Often these participants have had minimal symptoms prior to participating in the program, so early detection in these cases is particularly vital."

For more information visit [health.qld.gov.au/bowelcancer](http://health.qld.gov.au/bowelcancer) or phone 1800 118 868.



L to R: Linda Tyler (Endoscopy Nurse), Joeline Cutting (Endoscopy Nurse), Finn Lordan (Endoscopy Nurse), Margaret Robinson (Endoscopy Nurse), Karen Berry (NUM, Endoscopy), Barbara Feldman (Endoscopy Nurse), Jenny Harvey (GE Nurse Coordinator QBCSP).



## Walking bare for a good cause

Walking barefoot for more than a month, Matt Jackson raised \$1,000 for the Robina Physiotherapy and Rehabilitation Department. Matt was presented with a Certificate of Appreciation by Gold Coast Hospital Foundation CEO Mark Hindle at a morning tea – thankfully Matt wore shoes!



## Consumers weigh in for way-finding

Members of the District Consumer Advisory Group (CAG) have given our Gold Coast University Hospital way-finding project team valuable feedback on the proposed signage within GCUH.

CAG members watched a concise presentation to explain the theory and application behind the way-finding for the hospital. The session finished with a consumer survey which will help to clarify our signage strategy for people navigating the new hospital.



L-R: Assistant Director of Physiotherapy Rod Ellem, Matt Jackson, Foundation Chair Gary Baildon, Foundation CEO Mark Hindle.



Mr Colin Little, Mr Ken Brown and Dr Ian Mavor with Tony Matheson (Community Engagement Officer) at the last meeting of interim HCC before the new committee structure is endorsed by the Board.

## Community and consumer engagement a key priority for GCHHS Board

The new GCHHS Board will receive the results of a community and consumer engagement audit that was completed by Public Affairs to highlight the level of existing engagement in our district.

The audit highlighted 80 examples of activities underway across Medicine, Mental Health and ATODS, Community Sub Acute and Aged Services, Allied Health, Nursing and Midwifery, Medical Services and Family Women's and Children divisions.

The new HHS Board is eager to promote community engagement in our health service.

Mr Ken Brown, Chair of the interim Health Community Council was pleased to see that great progress has been made in this area over the past three years.

"I think we are at a stage on the Gold Coast where we can collectively do some great things in health care".

"The health service has a continued focus and commitment to engage the people of the Gold Coast to ensure all levels of the community have a voice in their health service" Mr Brown said.

A new community engagement framework and the summary audit of activities will now be submitted to the CEO and Board for their endorsement.

The final meeting of the interim Health Community Council saw the Chair of the Board meet some of the members who have given so much of their time and expertise to encourage community engagement within the GCHHS.

## Orphans receive a helping hand from volunteer

Judith Timbers is a familiar face as a volunteer at the meet and greet desk at Southport but has taken a four month break to help those less fortunate at an orphanage in Vietnam.

A life long ambition, Judith is currently providing care for children with hydrocephalus (water on the brain) and hopes to be back at the hospital later this year.



An orphan in Vietnam gets a cuddle from Judith





Queensland Chief Nursing and Midwifery Officer,  
Dr Frances Hughes and Prof Ged Williams



Natalie Eyre-Walker, Judy Grant, Ian Garlick,  
Prof Ged Williams

## Staff bond with cancer survivors

**The Cancer and Blood Disorders unit held their third annual Cancer Survivors Day at the Robina Community Centre on 12 May.**

About 60 people including patients, their family and District staff combined to hear the story of four guest speakers, who can claim a special milestone in their journey – as cancer survivors.

Dr Jeremy Wellwood, Director of Cancer and Blood Disorders said this annual event is a time to share experiences, reflect on their life and cherish each day as a gift.

“Cancer starts with people and ends with people” Dr Wellwood said.

“The spirit and determination shown by our patients is both heartening and inspiring and this day is a way for us to engage more with the wider community and their stories of struggle and achievement”.

Attendees enjoyed food and live music which was sponsored by Parkwood Rotary. The culmination of much planning by Debbie Farrell and her team, saw a special event that staff, patients, the Cancer Council, Leukaemia Foundation and Canteen could tick off as a very special day.

## Annual award has special meaning

**To Nurse of the Year Judy Grant, receiving the Amy Enderlin award means so much more.**

Embarking on her nursing career on the Gold Coast 31 years ago, Amy Enderlin gave Judy her first job as a graduate nurse

Her career came full circle as she received the award in the Registered Nurse category at International Nurses Day celebrations in May.

“In the past 31 years I have met many great nurses and mentors and to them I am very grateful,” Ms Grant said.

“Nursing has given me a sense of accomplishment and the opportunity to continually learn and develop. It’s our actions and behaviour as nurses that makes a difference to our community.”

Ian Garlick received the Amy Enderlin Award in the Enrolled Nurse category and Natalie Eyre-Walker in the Assistant in Nursing category.

Queensland’s Chief Nursing and Midwifery Officer, Dr Frances Hughes joined the International Nurses Day celebrations on her first visit to the District and provided participants with a personal insight into her career and the future of nursing.

Other guest speakers included Acute and Complex Care Nursing Professor Andrea Marshall, who is a recent joint appointment by the District and Griffith University who presented on the theme topic of evidence based practice. Other topics included models of cancer care and improving care through intravenous medication safety technology.



Mr John Sturmer and Dr. Jeremy Wellwood

## Celebrating the arrival of Robina Health Precinct

**Staff have celebrated new beginnings at Robina Health Precinct with a lunch attended by more than 30 District community health representatives, key staff from our Capital Works Project Team, Executive Director of Community, Sub Acute and Aged Care Services, Rob Pegram and CEO Dr Adrian Nowitzke.**

The Robina Health Precinct, which opened in early April and has brought a range of community health services under one roof, is now home to over 100 staff who have relocated from facilities across the Gold Coast including Miami, Bundall and the Robina Hospital.



(L-R) Sue Metyard, Jackie Hawkins, Sue Folliott, Rob Pegram, Dr Adrian Nowitzke and artist Rebecca Ross in front of her artwork ‘Flurish’ at the Robina Precinct lunch celebration

The event was also an opportunity to recognise Gold Coast based artist Rebecca Ross, who created the official artwork ‘Flurish’. Developed specifically for the Robina Health Precinct, the artwork is

a digital print on laser cut perspex and represents themes of growth and prosperity aimed at helping to promote visual connections and positive health.





Captain Bedazzled entertains Mirinalika Patel and Indiana Maclachlan

## Captain Starlight returns to the Gold Coast

**Sick children now have something to smile about with Captain Starlight making regular visits to Gold Coast and Robina Hospitals thanks to funding from the Greater Building Charitable Foundation.**

The Greater Charitable Foundation has given the Starlight Foundation more than \$500,000 in funding over three years so Captain Starlight can make fortnightly visits to the Gold Coast, quarterly visits to Lismore Hospital and visits to five other hospitals in regional New South Wales. Starlight will also use the funding to grant wishes to Gold Coast families through its Wishgranting program.

Gold Coast Hospital Nurse Unit Manager Anna Creevey said Captain Starlight visits provide a welcome distraction for children and their families.

“Being in hospital is tough for anyone and Starlight gives young patients a chance to laugh and play, to build resilience and improve wellbeing,” Ms Creevey said.

“More than 250 children a month are admitted to the hospital so it is important that clinical staff are supported in their work on the ward through partnerships such as the Starlight Foundation,” she said.

## Transfusion improvements

**Since July 2011, the Transfusion Nurse Consultant role has been committed to driving strategies on the ground to promote effective and appropriate blood use with the support and guidance of the Hospital Transfusion Committee members.**

These results could not be achieved alone; it is the effort and collaboration of the entire district working together to improve patient care and outcomes. Our achievements include the following.

- 743 units of red cells saved with the implementation of the Traffic Light Poster and red cell restrictions since February 2012. These savings not only improve patient outcomes but also commensurate cost savings to the GCHSD, totalling \$96,514.
- 78% of patients and doctors now sign the designated blood and blood product consent form available on QHEPS. Patient information leaflets are also available throughout the district for blood transfusions.
- The number of red cell transfusions occurring out of normal hours (10pm-7am) within the District has reduced to 18%. This is a great improvement for patient safety by reducing unnecessary risks associated with out of hours transfusions.
- Reporting of blood related incidents in PRIME has improved.



## GC Health staff claim triathlon honours

**Nine teams represented Gold Coast Health at the BRW Nissan Corporate Triathlon held at The Spit in May.**

3,300 triathletes competed in the final of the national corporate series which involves a 400 metre swim, 10 kilometre bike and four kilometre run. The teams did the District proud with both male and female teams taking out first, second and third, and second in the mixed team for healthcare category.

Dean Blond, Rob Schmidt and Danny Carson from Physiotherapy took out first place in the overall event for the second year. Heidi Sowerby, Alison Willsher and Kylie Lodge won the female category of the overall event.

Congratulations to everyone who participated – it's great that our healthcare workers are leading by example.



UK Radio Lollipop founder Hedley Finn hard at work in the studio with Vice Chairperson Kristy Spencer and Honorary Chairperson Miriam Crowe on a recent visit to Gold Coast Hospital.





Above (L-R): Sonya Mattiazzi, Joyce Summers, Lance Duncan, Brenda McDonnell and Don Burke look over some of the boxes distributed to the Aboriginal and Torres Strait Islander community.

## Don Burke attends Indigenous Garden Box project launch

**Gardening guru Don Burke attended the launch of the Garden Box Project with the Gold Coast Aboriginal and Torres Strait Islander community.**

Kalwun Health Service in partnership with the Gold Coast Indigenous Health Service is promoting healthy eating and growing fresh vegetables, herbs and fruit at home.

Garden boxes with vegetables, herbs and traditional bush tucker plants are being provided to community members and support activities such as newsletters and monthly workshops on healthy cooking and gardening will be held.

Community Nutritionist Sonya Mattiazzi said the program was a small step towards doing something sustainable for the community.

"The Garden Box Project will support Aboriginal and Torres Strait Islander community members to gain skills, resources and confidence to grow their own vegetables and make well-informed healthy eating choices," Ms Mattiazzi said.

Kieran Chilcott, CEO of Kalwun Health Service said gardening and growing fresh produce can be successful and enjoyable when a community group work together.

"We hope our program participants will share their newfound skills, knowledge and produce among the community which will help spread the messages," said Mr Chilcott.

50 garden boxes with vegetable, herb and bush tucker seedlings were distributed on the day by special guest Don Burke and the Gold Coast Permaculture Group.



Some of our longest serving volunteers at Robina Hospital (L-R): Volunteer Peggy Fleming, Volunteer Coordinator Dale Tatterson, District CEO Dr Adrian Nowitzke and volunteers Robyn Bracken and Elaine Holmes.



Volunteers at Southport

## District thanks volunteers

**The District's volunteers were thanked for their continued hard work and dedication during National Volunteers Week from 14-20 May.**

More than 300 volunteers give their time to provide care and support to our patients, visitors and staff at Gold Coast and Robina Hospitals, Carrara Health Centre, Community Health Centres and Breastsreen Clinic.

A morning tea was held during at Gold Coast and Robina Hospitals to celebrate the wonderful work they do and to formally recognise volunteers who have provided five, ten and 15 years of service with a certificate of appreciation.

## Safety key in training for GCUH

**Considering the obvious and significant differences between GCH and GCUH, all staff will need to be trained prior to the big move to GCUH in order to ensure we are able to operate our new digs safely and efficiently.**

A training strategy for GCUH has been recently endorsed by our Executive, outlining the approach that will be taken to provide the necessary staff training in preparation for the opening of GCUH.

The strategy highlights the scope of training to be delivered by the GCUH Project Team to those staff moving to the new hospital as well as other key stakeholders who will regularly be visiting the hospital (e.g., contractors). GCUH training will include:

- familiarisation of GCUH for all staff moving into the new facility;
- induction to the workplace, including major fittings (pneumatic tubes, lighting, evacuation points, telephony etc);
- safety systems and procedures;
- emergency response procedures; and
- equipment that has been procured for new work places, including specific information and communication technologies associated with the new equipment.

All staff will be advised on what training they'll need to undertake in order to stamp their passport into GCUH. Information will be available through Line Managers, and online.

Staff are encouraged to tour GCUH on a monthly basis too – check out the GCUH QHEPS site for more information:

[qheps.health.qld.gov.au/gcprojects/gcuh/gcu\\_home.htm](http://qheps.health.qld.gov.au/gcprojects/gcuh/gcu_home.htm)



**Nine Girl Guides from Southport on their recent visit to the hospital where they donated six handmade trauma dolls to Assistant Director of Nursing Jo Timms for use in the Emergency Department.**

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