

Staff from the Endoscopy Unit have worked hard to dramatically reduce the waiting lists.

Gold Coast Health
Building a healthier community

healthwaves+

JUNE / JULY 2013

GOLD COAST HOSPITAL AND HEALTH SERVICE NEWS

Endoscopy team delivers results

The dedication and commitment of the gastroenterology team has resulted in a dramatic drop to endoscopy waiting lists in recent months.

Cancer patients are among those who have reaped the benefits of a \$1 million commitment to shorten our lengthy waiting times.

But it was the work of the staff behind the scenes that saw the waiting list drop by 700 patients in a matter of weeks.

The waiting times for endoscopy has been reduced to six months whereas previously some people had been waiting over two years for an appointment.

Director of Endoscopy, Dr Griff Walker said the team had been working hard to identify the appropriate patients for treatment, auditing patient lists and increasing the number of procedures done.

"We had a goal to complete 750 cases by

the end of June and reduce the list to less than 1000 – we are well on our way to achieving that," Dr Walker said.

"The decision to allocate funding to a diagnostic service such as endoscopy is an example of patient safety taking priority," Chief Executive Ron Calvert said.

"Staff involved in this dramatic turnaround are to be congratulated for their commitment to patient care.

"We have now confirmed a budget surplus that will enable us to treat over 8000 more patients across all outpatient services.

"Our goal is to ensure the maximum wait for any patient for a clinic appointment is less than 12 months.

"We look forward to sharing good news about other services in coming months."

Read more about the Endoscopy team and bowel awareness on page 8.

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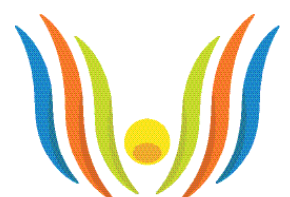
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GOLD COAST HOSPITAL FOUNDATION ANNUAL GALA EXTRAVAGANZA

FRIDAY 9TH AUGUST 2013

MORE INFORMATION ON THE EVENT OF THE YEAR COMING SOON!



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Message from the Chair

Ian Langdon

The Gold Coast Health Board has now been in existence for 12 months thus it is appropriate to reflect on progress to date as well as challenges ahead.

A key obligation of the Board was to appoint a Chief Executive. Ron Calvert was recruited from the United Kingdom and commenced in October 2012. In appointing Ron, the Board was conscious that he would be an agent for change and that would present challenges to many of the status quo processes and practices.

Without doubt there has been a revitalisation of many aspects of clinical governance and increased focus on patient access and waiting lists. The recent state-wide publication of a range of clinical performance statistics clearly demonstrate significant progress achieved through the efforts of the staff at Gold Coast Health.

Co-operation between Gold Coast Health and the university sector has developed significantly and we are now well positioned to accelerate our joint research programmes as well as continuing to grow and strengthen our role as a leading clinician training region.

Financially we are in a sound position and current negotiations for 2013/14 indicate funding for significant growth and increased range of services.

Key committees of the Board such as the Safety, Quality and Engagement Committee have enabled clinical and community health issues to be addressed directly between staff, community and directors. The re-formulation of the Clinical Council will increase the effectiveness of this interaction.

Progress has not been without cost. Reorganisation of our structures has led to some uncertainty and stress amongst staff and unexpected mid year budget reductions also resulted in a number of staff accessing voluntary redundancy packages.

One of the most important challenges now is for staff, at all levels and across all divisions, to accept that the next stage of progress is dependent upon the empowerment of staff to initiate, innovate and drive further improvement. We need a cultural shift that focuses upon "bottom up" leadership.

During the next year the Board will support the senior management in its efforts to build such a culture. We are in the fortunate position of having a very skilled and dedicated staff base that I am confident will seize the opportunity to further build Gold Coast Health into a district of excellence in patient care, research and training.



Dr Jeremy Wellwood, Dr David Spain, Health Minister Lawrence Springborg, Jo Timms, Dr Peter Schmidt, and Board Chair Ian Langdon on the helipad at GCUH.

Minister visits the Gold Coast

Health Minister Lawrence Springborg witnessed first-hand how our service will transform after the move to Gold Coast University Hospital in September on a recent visit.

To get an understanding on the scale of the move and the change to services, the Minister spent a full day touring areas of our service including the medical assessment unit, emergency, haematology and oncology day unit and mental health at Gold Coast Hospital.

This was followed by a tour of new and expanding facilities at GCUH for the first time including mental health, helipad, newborn care unit and the radiation therapy bunkers where staff and clinicians were on-hand to explain how key services will run at GCUH.

Mr Springborg was also presented with an outline of how the move will take place, commenting on its complexity; "This is a once in a lifetime task and it is reassuring to see the depth of planning and consultation being put into the exercise," Mr Springborg said.

New ward opens at Robina Hospital

Robina Hospital will open an additional 28 bed General Medicine inpatient ward on 10 June as part of Gold Coast Health's winter bed strategy.

The ward located in B1 officially opened on 27 May with 10 beds and will expand in coming weeks to help relieve the pressure on beds at Southport prior to the move to Gold Coast University Hospital and during the winter months.

Helen Cooper, Assistant Director of Nursing said historically based data shows that demand for beds is always high during the colder months.

"In the past Gold Coast Health has opened additional bed stock in the winter months to successfully manage the surge of acutely unwell patients but this is the first time a whole ward has been opened for this specific purpose," Ms Cooper said.

"Providing timely and quality care is our core business and the additional ward and beds ensure we can support demand this winter."

Love your work

What three things would make working with Gold Coast Health more enjoyable?

This is a question that goes to the very heart of culture. Following on from the Board Chair's message in the last edition of healthwaves+, he wants your feedback on what would make your work more enjoyable. Don't be inhibited, think outside of the square.

Visit the Gold Coast intranet home page for more information. Fill out the survey online at: qheps.health.qld.gov.au/goldcoast/board/survey.htm and email to GCHSDLearningandDevelopment@health.qld.gov.au or drop off at the Robina and Gold Coast Hospital enquiries' desk.

Closes COB 23 June 2013.

Operations restructure

The Operations Division has released its new structure as part of the Gold Coast Health Reform.

The structure features four new divisions:

- Mental Health, Palliative and Restorative Care
- Cancer, Access and Support
- Diagnostic, Emergency and Medical Services
- Speciality and Procedural Services

The streamlined structure will improve patient care and efficiencies across service lines. To view the structure, visit: <http://qheps.health.qld.gov.au/goldcoast/reform>

Saving money through data quality

Something as simple as updating a patient's appointment status in HBCIS has saved the service thousands of dollars.

Since September last year, approximately \$100,000 in revenue each month has been gained thanks to staff updating the status to "seen" in the HBCIS appointment scheduling system after a patient has been seen.

The appointment of a Health Informatics and Data Quality Educator who assists Administration Officers/Coordinators and Nurse Unit Managers to review the weekly Outpatient Audit Reports and provides education to staff has been the lead change behind improved data input and management.

Inconsistencies and errors in the HBCIS appointment scheduling impact on the outpatient waitlist and activity collected for Activity Based Funding (ABF). For example, an appointment left as "booked" or "arrived" instead of being updated to "seen" after the patient has finished at the clinic will not be funded or attract a Weighted Activity Unit (WAU).

Carrie Neville, Health Informatics Data Quality Educator said she has seen substantial improvement in the quality of outpatient data since commencing in September.

"Data quality is a responsibility shared by each staff member, regardless of position or work area and improving data quality is a collaborative effort," Ms Neville said.

"Good decisions based on poor quality data may mean poor outcomes – for the patient, funding and future resource planning.

"I would like to thank all the staff who manage outpatient clinics for the hard work to ensure that we are constantly improving our data for a better outcome in the future."

If you require assistance with the data quality audit reports or education on using HBCIS outpatient scheduling, please contact Carrie on 5519 7465 or by email gchdataquality@health.qld.gov.au.

Payroll self service is now available

Pay information at your fingertips

The Payroll Self Service (PSS) is now available to all staff, bringing you fast, easy and secure online access to your pay information.

From work, home or on your mobile device, you can now access the following services:

- fortnightly payslips from March 2010
- loans and overpayments
- payment summaries
- payroll enquiries.

These benefits are especially vital to those who do not have regular access to work computers, are located in remote locations, or work irregular hours.

Acting Service Manager Payroll Services Lynsay Bent said it opened up a new avenue for staff to get up to date information on their pay.

"Employees will now be able to lodge enquiries through Payroll Self Service and view their payslips online," Ms Bent said.

"Payroll Client Service Officers will still be available to support Gold Coast Health staff with payroll related enquiries."

Use the token from your payslip to register for PSS at: <http://pss.health.qld.gov.au> or phone the state-wide hotline on 1800 239 074 (8am–6pm, Monday to Friday).



Carrie Neville helps Specialist Outpatients Administration Officer Leanne Teterin-Wilson check the audit report.

Relocating our patients safely

Engagement with emergency services and key government partners is underway to ensure patients are relocated safely to GCUH in late September.

Members of the project have been working out the finer details of the move with the Queensland Ambulance Service (QAS), Queensland Police Service (QPS) and other government partners like City of Gold Coast.

Emergency Department Consultant Dr Michael Aitken said that extensive testing and consultation has occurred to ensure a safe and risk free patient move.

"Our partners like QAS will be key to the two day patient relocation so we've been talking with them on a regular basis to test and challenge our planning," Dr Aitken said.

"Safety is the priority, so a mock patient relocation process will be carried out to test the process including timing of specific vehicle types and routes from Gold Coast Hospital to GCUH based on a maximum of 320 patients who will be relocated as part of the move.

"Road closures and the exact routes for the transportation of patients have been considered, as well as specific roles of staff throughout the relocation."

The patient relocation to GCUH will occur following the move of administrative functions and support services over the preceding two weeks.

Find out when your department is moving online at: qheps.health.qld.gov.au/gldcoast

Packs aim to help

The Family and Carer Team have developed an information pack for the families and carers of people accessing Gold Coast Health's mental health and alcohol, tobacco and drugs services (ATODS).

In 2008 the need to provide timely information in a systematic way to families and carers was identified and the Carers Packs became a reality in late 2012.

The packs contain information on the role of carer consultants, caring for yourself tips and contacts, carer satisfaction survey, recovering from mental illness, and the health care team members.

Mental Health and ATODS Executive Director, Karlyn Chettleburgh said the packs will make a difference to the communication between staff, families and carers.

"A large number of individuals and organisations have contributed to the development of the Carers Packs and we would like to thank them for their support and assistance," Ms Chettleburgh said.

"The development and refining of the Carers Packs has been a long journey but it was well worth the effort and the wait as we are delighted with the result.

"We believe the Carers Packs will be an invaluable resource for our families and carers and will also make a significant difference in how our staff engage with families and carers of our clients."

Positive feedback is already being received by families and carers and there are plans to make the Carers Pack available online.

To find out more on the Carer Packs, phone 5519 8850.



Michelle Edwards Karlyn Chettleburgh and Vicki Hunt with the Carers Packs.



Bob Mortimer tries out the donated renal dialysis chair with Thespian Masonic Lodge Secretary Bob Cook and Robina Haemodialysis NUM Louise Macleod.

Freemasons donate dialysis chair to Robina Hospital

Renal patients at Robina Hospital will be a little more comfortable during long treatments thanks to the donation of a new dialysis chair by the Queensland Freemasons.

The \$5,500 chair was donated by the Freemasons Thespian Lodge, which decided to raise the money after one of their members needed dialysis.

Thespian Lodge spokesperson Bob Cook said he hoped the chair would help with the treatment of renal patients who spend up to five hours at a time in dialysis.

"Our former Lodge Master Bill Mortimer travels from Beenleigh to Robina Hospital three times a week for treatment and we wanted to do something to help our mate," Mr Cook said.

"The doctors and nurses at the renal unit do a wonderful job and we hope the chair will also benefit their many other patients."

Patient Bill Mortimer has been receiving dialysis three times a week for the past five years and said the chair will make a big difference to the comfort of some patients.

"The new chair won't unfortunately make the treatment go any quicker but it certainly will make it a lot more comfortable.

Robina Haemodialysis Nurse Unit Manager Louise Macleod said the donation of the chair would be welcomed by other renal patients.

"The dialysis chair has memory thermal foam and electric controls for the comfort and safety of patients while they are on dialysis," Ms Macleod said.

"This generous donation from the Thespian Lodge is very much appreciated by the staff in the unit and all patients will get to benefit from the donation of this chair."

Caps off to call centre

It's been just over one year since the Oral Health Services Call Centre team completed the Communication and Patient Safety Program (CAPS) and they are still seeing the benefits.

The call centre has seen an estimated 80 per cent drop in the number of complaints from staff and patients and the team has a newfound value to the work that they do.

Call Centre Manager Abby Quinn said the staff of six have more confidence in their communication and work since receiving the training.

"The training has contributed to the teams overall performance in the management of the Oral Health Service client enquiries and the improvement of staff morale," Ms Quinn said.

"The team had never been exposed to this kind of training or resource previously and

this is retrospective in the way that they are now dealing with patients.

"With the education they received, the team are now comfortable to access me to address issues or concerns before the situation escalates further. This practice was reluctantly done prior to CAPS training.

"Having done the training and implementing different processes, staff also come to me with ideas and ways we can improve our service which is a great outcome."

The Oral Health Services Call Centre receives up to 5,500 calls per month for bookings into the school oral health service and for adult community dental service.

Staff or departments who are interested in attending CAPS training can email GCCAPSBOOKING@health.qld.gov.au or visit <http://qheps.health.qld.gov.au/goldcoast/clinicalgov>

GCUH move guide launched

More than 60 'move champions' kicked off their move preparation with the launch the progressive move guide held at the first monthly move in May.

The monthly forums will give our move champions an overview of planning for the move to GCUH and information and activities that will be carried out over the next four to five months, leading up to the move.

Face of Gold Coast Health and Birthing Suites NUM Di Evans said she felt more informed and excited about the job ahead.

"The presentation was very professional and informative," Ms Evans said.

"My colleagues and I feel charged about the move – these forums will be invaluable in

supporting us to get ready."

The move guide for GCUH will be progressively rolled out on a monthly basis to ensure staff tackle the tasks in priority order. A monthly checklist of activities will enable move champions to track their activities.

Move champions are encouraged to register on GCH-LOL to participate in future move champion forums:

DAY/DATE	GOLD COAST HOSPITAL
Wednesday 10 July	Education centre room 2
Thursday 15 August	Education centre room 2
Wednesday 11 September	Education centre room 6/7



Di Evans, Nurse Unit Manager, Birthing Suites



Ged Williams with Anne Baker nominees; Amy Enderlin award recipients join Ged Williams in cutting the cake; Rotary Nurse of the Year, Sue Cowan; Juanita Hynes award recipient Ann Kimberley with Ged Williams; Cancer patient and keynote speaker Constance Johnson gives an emotional presentation to staff.

Nurses and midwives celebrate

Gold Coast Health nurses and midwives celebrated their special day for the last time at Gold Coast Hospital on 9 May.

The celebration day, dedicated to the work by nurses and midwives, included a moving presentation by cancer patient Constance Johnson who shared her breast cancer journey after being diagnosed as terminal in January 2011.

Executive Director of Nursing and Midwifery Services, Professor Ged Williams said it was important to celebrate the work that nurses and midwives do.

"Nurses and midwives are within inches of every patient 24 hours a day and they are the one constant when someone is in that really vulnerable position," Prof Williams said.

There were more than 200 nominations for the Rotary Nurse of the Year Award – the "people's choice award" – which was decided based on patients' feedback.

Inaugural Rotary Nurse of the Year

recipient, Sue Cowan said she was humbled and honoured by the award.

"You just do what you think you do best as a nurse and you care about your patients and staff and just get on with the job really," Ms Cowan said.

"To get that recognition makes it all worthwhile and I've got a great team and that makes the job easier."

Award recipients:

- Rotary Nurse of the Year – Sue Cowan
- Anne Baker Award – Anne Munday
- Juanita Hynes – Ann Kimberley
- Amy Enderlin:
 - Assistant in Nursing – Jungo Mizsumoto
 - Enrolled Nurse – Clare Brooks
 - Registered Nurse/Registered Midwife – Violetta Krzyzaniak

Showcase kicks off move preparation

More than 500 health service staff turned out at a Showcase event held at Gold Coast Hospital in April to view the latest information about Gold Coast University Hospital (GCUH) in preparation for the move.

Held 21 weeks out from the move, staff were able to talk to project staff to help understand their training requirements and learn about new telecommunications devices.

A number of enthusiastic "super users" like Lynelle Foster shared their new-found expertise in the online training tool, Gold Coast Health Learning On-Line (GCH-LOL) with live demonstrations.

"It is exciting to play a part in training fellow Gold Coast Health staff for GCUH," Ms Foster said.

"This facility is simply amazing; everyone I spoke with at the event is so excited for the move."



James Kell and Anthony Foliott (both Senior Project Officers, ICT) discuss the new telephone systems of GCUH.

New number for mental health enquiries

Mental Health and ATODS will open the phone lines to their new 1300 MH CALL number on 1 July to help improve access to the service.

The launch of the 1300 number aligns with the division's strategic plan 2012-2017 as a priority area to improve access and entry and the provision of a timely triage response to mental health enquiries for consumers, carers and family.

The 1300 MH CALL (1300 642 255) will be launched gradually to introduce the upgrade to the new 1300 MH Call number and replace the 5667 2000 number currently being utilised.

Clinical Reform Initiative Coordinator, Alice Almeida-Crasto said the new phone number will be a major step towards providing a single point of entry to the public mental health service.

"Having this number available will provide the community with a clear and consistent pathway to our service outside of business hours," Ms Almeida-Crasto said.

"This will reduce the need for patients to present to the emergency department and ensure we can provide appropriate clinical response."

Therapy comes in handy

The inaugural Hand Therapy Awareness Week from 3-7 June was a great opportunity to highlight the work of Gold Coast Health's hand therapy team.

The team of occupational therapists, physiotherapists and an occupational therapy assistant see more than 2,000 patients at Gold Coast Hospital and Robina Health Precinct each year.

They provide an individualised hand therapy service for patients with hand and wrist conditions including fractures, tendon, ligament and nerve injuries, arthritis and scarring. The team work closely with referring surgeons, and are linked with the Queensland Hand Therapy Network and the Australian Hand Therapy Association.

The team recently established a service at Robina Health Precinct. Other development activities include institution of a routine outcome measure to assist with future research, establishment of a journal club, and implementation of a functional hand rehabilitation group.

The team are looking forward to moving to the new multi-disciplinary hand therapy treatment space at GCUH.

For more information or to get in touch, phone the Occupational Therapy Department



A dynamic splint, one of the treatments used by the Hand Therapy team.

on 5519 8459 or the Physiotherapy Department on 5519 8460.

New scanner improves patient treatment

Nuclear medicine is set for a strong presence at Gold Coast University Hospital (GCUH) with a brand new PET scanner installed in April this year.

Standing for 'positron emission tomography', the introduction of a state-of-the-art PET scanner at GCUH will enable better access to optimal cancer imaging for its patients.

Three sub-specialist PET-trained radiologists with world-wide experience will lead the new service.

"We are looking forward to providing the Gold Coast with a response, world-class PET service," Nuclear Medicine Technologist Jenni Dolkens said.

"For the first time on the Gold Coast, we will be able to train future medical specialists and technologists in nuclear medicine, which is so exciting," she said.

"We have already had multiple enquiries for research collaboration including both brain and dementia imaging projects."

The PET scanner is currently being tested and calibrated ready for patient services later in the year.

Fast facts about the PET scanner:

- It weighs 4.0 tonnes
- It is manufactured in Germany.
- The detection system is made up of 32,448 crystals which are grown in Rockford, Tennessee. The crystal factory is supplied electricity by two separate power plants to ensure a constant supply of electricity.
- Each crystal is 4mm by 4mm and is precision cut using a fine diamond encrusted wire.
- The patient mattress is lined with feathers from Canadian ducks.
- Siemens flew an engineer from Germany specifically to install the unit.



The PET scanner was first installed at GCUH April this year; testing of the scanner is underway.



The award winning Gold Coast University Hospital Mental Health Building.

Architectural award for mental health

Gold Coast University Hospital's Mental Health Building was one of two projects to take out the top honours in the 30th Australian Institute of Architects' 2013 Gold Coast/ Northern Rivers Regional Architecture Awards.

Gold Coast University Hospital Mental Health Building by PDT, STH and HASSELL architects (joint venture) received Regional Commendation and Building of the Year Award.

The jury of the awards said the building is, "A thoroughly engaging and considered response to an overwhelmingly complex program, which sets new benchmarks in health care and user needs."

The Mental Health Building construction was completed in 2012 and the first patients will be moved in late September 2013.

Cancer survivors day

More than 60 patients were joined by their family and friends on Saturday 11 May to celebrate their individual accomplishments in living with cancer at the annual Cancer Survivors Day event.

Guest speakers reflected on their journey and the challenges yet to come - all with a common theme of hope and inspiration and in some cases laughter to keep them centred and appreciative.

Mr Ian Langdon, Chairman of the Gold Coast Hospital and Health Service Board said this day was a special time for all attendees.

"We as a Health Service supply more than healthcare, we supply hope and personal support to people in need," Mr Langdon said.

"It's hard to put feelings into words in this instance, but I am humbled by the strength and dedication to life that people showed here today."

The day was supported by staff from Cancer and Blood Disorders and Communication and Engagement, with entertainment provided by singers Petrina Zaphir and Caitlyn Turner who donated their time on the day.

Courageous guest speakers at the Cancer Survivors Day Tanya Gilbert, Doris Zadanski, Jeremy Wellwood, Julia Satten, Ian Langdon and Leanne Adams.



Third win for Gold Coast Health

Six teams represented Gold Coast Health at the Nissan Corporate Triathlon held at The Spit on 4 May.

3,500 triathletes competed in the final of the national corporate series which involves a team of three each completing a 400 metre swim, 10 kilometre bike and four kilometre run in a relay fashion.

The teams did the service proud with the 'Physio Boys', Dean Blond, Rob Schmidt and Danny Carson taking out first place in the overall event for the third year in a row.

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



Dean Blond, Rob Schmidt and Danny Carson take out first place for the third year in a row.

First Foundation day

Gold Coast Hospital Foundation will launch an annual event for Gold Coast Health this year called the Foundation Day.

The day will be full of activities for Gold Coast Health staff including the opportunity to meet the Foundation Board, CEO and team and the presentation of the 2013 Research and Education Grant Awards.

For more information contact: events@gchfoundation.org.au or visit www.gchfoundation.org.au



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Bowel scan saves lives

June is National Bowel Cancer Awareness Month, an initiative of Bowel Cancer Australia, which aims to raise awareness of a disease that takes the lives of 80 Australians every week.

Staff from the Gastroenterology Department continue to do their bit to save lives through supporting the implementation of the National Bowel Cancer Screening Program.

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

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

Between 1 July 2011 and 30 June 2012 there was a polypectomy (removing polyps) rate of 65 per cent and an adenoma detection rate of 48 per cent with program participants undergoing assessment colonoscopies on the Gold Coast.

The National Program encourages men and women turning 50, 55, 60 or 65 to participate in bowel cancer screening.



Members of the Gastroenterology team Finn Lordan, Michelle Hudson, Jenny Harvey, Karen Berry, Tim Johnson, Bronwyn Bentley, Bea Whittenbury.

For more information visit www.health.qld.gov.au/bowelcancer or phone 1800 118 868.



Volunteer Coordinator Dale Tatterson with Jan Hamilton who has been a volunteer for 25 years.

Thanks a million

The work of Gold Coast Health's 300 dedicated volunteers was celebrated during National Volunteers Week from 13 – 19 May.

Chief Executive Ron Calvert and People, Systems and Performance Executive Director Damian Green presented certificates to volunteers with more than five years service.

Edna Seferi and Jan Hamilton both received their 25 year service certificate.

Volunteer Coordinator Dale Tatterson said our volunteers add significant value to Gold Coast Health.

"Many of our volunteers at Gold Coast Hospital have been working here for many years and are looking forward to moving into a new hospital," Ms Tatterson said.

"There is a lot of work in getting the volunteers ready for their new roles at Gold Coast University Hospital including ensuring they undertake the necessary training so they are ready to go on day one."

For more information on Volunteer Services, contact Dale Tatterson on 5519 7277 or email Dale_Tatterson@health.qld.gov.au.



Lynne O'Brien and Deborah Cullen with move champion Sandra Nelson who will help to implement the PaperLite initiative within the FWC division.

Pilot to lighten the load

The Family Women's and Children (FWC) division are leading the way in piloting a 'lite' approach to paper documents in the lead up to the move to Gold Coast University Hospital (GCUH).

The pilot, which commenced in May saw staff cleaning up hard copy documents in an effort to reduce the amount of paper records considered for transfer to the new hospital.

Executive Director Richard Christensen enthusiastically took on the pilot as an opportunity to get ready for the big move.

"Our move champion Sandra Nelson was keen to get organised for the move, so we welcomed the opportunity to be the pilot on this initiative," Mr Christensen said.

"PaperLite is not about being paperless but rather about helping us manage our paper documents and dispose or archive appropriately."

PaperLite will roll out across business units from July, with resources and tools available online at: <http://qheps.health.qld.gov.au/gldcoast>

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Have you got a story to share?

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