

healthwaves+

Your local health news | June/July 2015

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Gold Coast Health
Building a healthier community

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Maternity special feature liftout

Cover Image: Anne Brummage from Renal Dialysis at Robina Hospital received the people's choice award for Rotary Nurse of the Year pictured with Professor Nursing and Midwifery Anita Bamford-Wade.



Board News

Message from the Chair – Ian Langdon

Developing relationships with the university sector is one of the core objectives of Gold Coast Health. Such relationships are obvious in respect of our role as a major teaching hospital and health service with students from a wide range of clinical fields attending our facilities on a daily basis.

Student nurses, midwives, physiotherapists, occupational therapists and doctors work alongside our trained staff as a matter of routine. However, there are many other aspects of our relationships with the

university sector that may have gone unnoticed.

Gold Coast Health has close to 50 joint professorial appointments with Griffith and Bond Universities engaged in delivery of clinical services and research. In addition we have MBA students from Griffith undertaking projects in finance and management under the supervision of our senior staff (see below).

Gold Coast Health and Griffith University are assessing the feasibility of an Institute of Sport and Wellbeing and an Institute of Child Care

Excellence within the Parklands Health Knowledge Precinct as a legacy of the Commonwealth Games. Both projects are in early stages with preliminary planning focussed on ensuring clinical, health and educational benefits to the wider community.

The challenge for Gold Coast Health and the university sector is to capitalise on the remarkable platform of expertise available in our respective organisations and drive initiatives from this platform for the benefit of the community as a whole.

Interns gain hospital experience



Board Chair Ian Langdon with students Rose Grass, Prasanna Nathan and Kyung Cha. Photo courtesy Rix Ryan Photography.

The twofold benefit of a university internship has been on show at the Gold Coast University Hospital where three Griffith business students are nearing the end of a rewarding period of hands-on work experience.

Study areas like accounting, finance, IT, supply network management and government have been incorporated into the work duties of students Rose Grass, Kyung Cha and Prasanna Nathan, giving them an insight into the value of their skills and potential career options.

But just as the students benefit from Griffith's Work Integrated Learning program, so too does the employer.

"There is value for the organisation which gets access to bright new brains and lots of energy," Board Chair Ian Langdon said.

"There is value for the students who are able to apply some of their academic learning to a real work environment with real problems and real deadlines."

Significantly, this set of internships also demonstrates the enormous opportunities for the hospital and university to develop working partnerships in non-clinical areas.

Thirty per cent of Gold Coast Health staff are non-clinical, a notable component of an annual operating budget covering \$1.2 billion and 6000 staff.

"Areas (relevant to business) like efficient procurement, financial management and people management are as relevant here as they are in any enterprise. That's why our association with the Griffith MBA, for example, is so important," he said.

Double degree student, Rose Grass, found the hospital an ideal work environment to apply her knowledge and skills as a student of Government and International Relations and Logistics and Supply Network Management.

"My internship at Gold Coast Health has allowed me to gain an invaluable insight into the world of government procurement and the daily challenges of achieving value for money," said Rose who was placed in the Strategic Procurement area.

Kyung Cha is completing the internship program as the final course of her Bachelor of Commerce, majoring in accounting and was placed in Financial Reporting and Compliance.

Prasanna Nathan is in his final semester of an MBA (Advanced) degree and was placed in Financial Performance.



Gold Coast Health keeps improving

Winners of the annual Improvers event for 2015 where more than \$200,000 was given to innovative ideas.

The 2015 Improvers winners were:

Category 1 – \$100,000

Winner: Glen Knuth (Oral Health)

Purchase 3D printing and scanning / CAD Cam Milling Technology

Category 2 – \$50,000

Winners: Ashlea Walker & Sonya Shrimpton (Rehabilitation)

Create a life-like therapy space within existing GCUH inpatient rehabilitation spaces to enable patients to incorporate real-world tasks into therapy assessment and treatment

Category 3 – \$25,000

Winner: Debbie Zagami (Lung Function Laboratory)

Establish the Gold Coast's first pre-school lung function testing service through the purchase of a Forced Oscillometry (FOT) system

Category 4 – \$10,000

Winner: Marie Edwards-Giller (Speech Pathology)

Develop Aphasia friendly menus. Aphasia is a language disorder resulting from injury to the language centres of the brain, often resulting from stroke

People's Choice – \$10,000

Winner: Angela Davies (Mental Health)

Introduce four Delta Therapy Dog teams to visit the eight mental health inpatient units on a weekly basis at both hospital facilities

Gold Coast Health's annual staff innovation competition has been run and won for another year, with the five winners sharing almost \$200,000 to help turn their bright ideas into reality.

Better still, another three finalists will receive combined funding of more than \$150,000 after Chief Executive Ron Calvert and Health Minister Cameron Dick agreed to respectively fund their projects.

Held in front of a packed audience at GCUH's large lecture theatre, the Final Event saw 12 finalists present their visions for service improvement to a big-name panel of judges tasked with the difficult assignment of deciding who would get the chance to bring their proposals to life.

As well as the winners below, Mr Calvert granted Urogynaecology Fellow Dr Bernadette Brown \$50,000 to set up an innovative research project and Rehabilitation's Ashlea Walker and Sonya Shrimpton have been given \$100,000 by the Health Minister to purchase a Sensory-Motor Active Rehabilitation Training Arm for use across the service.

Dietician Zane Hopper's bid to introduce iPads at Robina Hospital for patient meal ordering will be progressed as part of normal business.

In addition to the Health Minister, the judging panel featured Queensland Health A/Director General Dr Michael Cleary, Gold Coast Health Board Member Colette McCool, Gold Coast Health Urologist Dr Scott McClintock, 102.9 Hot Tomato radio host Sean Flanagan and Gold Coast Bulletin editor Catherine Webber.

See page 4 for a feature on one of last year's winners.

Precinct becomes home for health services

Tenancy at the new Southport Health Precinct is filling up with more services relocating to the one-stop health precinct in the last few months.

Transition Care Program; Child and Youth Mental Health; Alcohol and Other Drugs; Sexual, Public and Oral Health relocated their offices and patient services to the facility as part of the \$12.5 million plan to establish a one-stop health precinct next to the old Gold Coast Hospital site.

They join Community Child Health and Human Resources who moved into the Precinct in late 2014.

The final stage of works is currently underway and once completed will see Oral Health and Renal Home Therapies services relocated to the Southport Health Precinct. A coffee retail outlet is also due to open shortly.

Contact details for services located at the Precinct are available at: www.health.qld.gov.au/goldcoasthealth/html/facilities/gch_southportprecinct.asp

The Precinct is home to more than 400 staff across multiple services including oral health, renal dialysis, children's health, alcohol and drug services, sexual health, public health and transition care.

Competition win benefits vulnerable patients



Carrara Health Centre patients such as Phyllis May are benefitting from Debbie Coyles' win in The Improvers.

Some of Gold Coast Health's most vulnerable patients are at less risk of falls thanks to the annual Improvers competition that invites staff to turn their bright ideas into reality.

One of last year's successful finalists was Nurse Debbie Coyles, but it is her elderly patients at Carrara Health Centre's Gemm Unit (Geriatric Evaluation, Management and Maintenance) who have proven to be the real winners.

Her idea to introduce the state-of-the-art Hill Rom CareAssist beds to her ward, which, among many features, boast sensors that alarm when a patient tries to get out of bed. At \$5300 each they don't come cheap but there are now 14 on the ward courtesy of her \$80,000 win.

"Many of our patients are cognitively impaired, so they forget to press the 'nurse call' button before getting out of bed and end up having a fall and injuring themselves," Ms Coyles said.

"Falls prevention is a key focus of our unit and these beds have made a huge difference to patient safety. The regular sounding of the alarms highlights just how beneficial they are, allowing our nurses to rush to our patients' aid before any issues arise.

"As an example, we recorded 10 falls in our ward in March 2014. During the same month this year, that number dropped to four."

Debbie's prize also allowed her to purchase portable sensors that can be set up on beds or chairs.

Indigenous benefit from free vaccine

Aboriginal children under the age of five can now receive the influenza vaccine free following the expansion of the national immunisation program.

Children aged between six months and five years can access the free vaccine at Kalwun Health Service centres located at Miami and Oxenford and now also at Kalwun's newest health centre located near the airport at Bilinga.

Public Health Medical Officer, Dr Paul Van Buynder, said he was excited at the change to the availability of free vaccine.

"We have known for a long time that Aboriginal children have faced a disproportionate burden of severe disease and hospitalisation from influenza infection so making vaccine available on the free schedule is an important initiative," Dr Van Buynder said.

"Influenza in children is an unrecognised severe disease and I would urge all parents to consider protecting their child against this disease."

Kalwun Health Service Executive Officer, Kieran Chilcott said there was a number of options for Aboriginal persons to access the vaccine.

"The opening of the new Bilinga clinic is an important milestone for the service as it provides another location for Aboriginal persons to access healthcare and the free vaccine," Mr Chilcott said.

"Vaccine is also available without charge to all Aboriginal persons over the age of 15 years and children between the ages of five and 15 with chronic medical conditions."

For more information on the Kalwun Aboriginal Health Service, visit: www.kalwun.com.au

The 2015 Nursing and Midwifery Excellence Awards winners were:

Amy Enderlin Award for Assistant in Nursing
Godfrey Stevens (Immunology, GCUH)

Amy Enderlin Award for Registered Nurses
Terri Dunn (Intensive Care Unit, GCUH)

Amy Enderlin Award for Enrolled Nurses
Jessica Houston (Adult Outpatients, GCUH)

Elizabeth Moore Community Award
Leanne Chapman (Chronic Disease Wellness Program)

Mental Health Award
Michelle Davies (Early Psychosis Gold Coast)

Anne Baker Award for Midwifery
Lauren Skinner (Midwife)

Juanita Hynes Award for Midwifery
Hilary Rathbone (Midwifery Unit Manager)

Midwife of the Year (jointly awarded)
Sonya Nelson, Katherine Pattie and Heidi Passmore

Rotary Nurse of the Year (People's Choice)
Anne Brummage (Renal Dialysis, Robina Hospital)

Due recognition for nurses and midwives

Passionate, committed and, above all, caring – just three of the words used to describe the winners of this year's Gold Coast Health Nursing and Midwifery Excellence Awards.

Announced to mark International Nurses and Midwives Day Celebrations, the awards recognise the men and women who have dedicated their lives to helping others and it only takes a quick read of their nomination forms to appreciate why they mean so much to their patients and peers.

"Jessica is able to sense if the patient has anxiety and reassure them and their loved ones immediately," a colleague wrote of Jessica Houston, who won the Amy Enderlin Award for Enrolled Nurses. "The elderly patients and carers love Jess and I often hear them laughing together."

Midwifery winner Lauren Skinner was described as "a very caring and thoughtful midwife who is well received and respected by the women she cares for", while Immunology Assistant in Nursing winner Godfrey Stevens' nominator said patients and their next of kin often commented about how impressed they were with Godfrey's care.

"He provides exceptional care to his patients, showing dependability for the elderly and unwell, patience and empathy to one and all," they wrote. "He is the epitome of what the organisation expects."



Jessica Houston has been awarded for her dedicated care for patients such as Hazel Easton.



Hilary Rathbone (left) received the Juanita Hynes Award for Midwifery pictured with Lauren Skinner who is the recipient of the Anne Baker Award for Midwifery.



Mental Health Award recipient Michelle Davies.

Nursing & Midwifery Symposium speakers announced

Nurses, midwives and dignitaries attending this year's inaugural Nursing and Midwifery Symposium (4-5 September) will hear from key note speakers; Director of Infectious Diseases Dr John Gerrard, Professor of Nursing and Midwifery Dr Anita Bamford-Wade, Director of Nursing Speciality and Procedural Services Paul Nieuwenhoven and Mental Health Nurse Educator Karen Wallen. International speakers will include The Heart Foundation's Dr Karen Page and Griffith University Professor of Indigenous Health and Workforce Planning Roianne West.

For further information on the Symposium including early bird registration, visit: www.health.qld.gov.au/goldcoasthealth/html/events/150310-nursing-symposium.asp

Olive applauded for 30 years of volunteering

Gold Coast Health's 300 angels in blue were honoured during National Volunteer Week for their vital contribution to the community – with one in particular receiving a resounding round of applause.

Having first put up her hand following the death of husband Frank, one of the first surgeons at Gold Coast Hospital, Olive Bowly has chalked up 30 years of volunteering for the service. Befitting such an incredible milestone, she was presented with a framed certificate and flowers by Gold Coast Health Chief Executive Ron Calvert.

"I have always enjoyed and valued my involvement with the community and all the special people I have met along the way," Olive said.

"When my husband died in 1982 in his mid-fifties, my family had grown up so it was important to me to have a useful purpose in life. Volunteer work has occupied most of my time during the past 30 years, with Gold Coast Health one of many organisations I've supported."

Olive was one of many volunteers to receive certificates during National Volunteer Week in May marking their respective milestones of service.

Gold Coast Health volunteers contribute about 30,000 hours of service and \$860,000 in economic value to the service each year. If you are interested in becoming a volunteer or would like more information, visit: www.health.qld.gov.au/goldcoasthealth/patient_info.asp#volunteers or email gchhs_volunteers@health.qld.gov.au



Gold Coast Health volunteer of 30 years, Olive Bowly with Gold Coast Health Chief Executive Ron Calvert.

Patient positives

Patient 1

I just wanted to say thank you to the staff at the Gold Coast University Hospital for their care when I gave birth to my daughter in April. I realise they are extremely busy and it must be a difficult job at times so thank you for your patience and level of care. Please keep up the good work Gold Coast University Hospital. It seems like somewhat thankless work and I do not envy your tough jobs, everyone is always so quick to criticise but almost never convey their thanks. So from our family, thank you.

Patient 2

I was a patient in the Endoscopy Unit and cannot say enough of the professionalism and cheeriness of the staff. They couldn't do enough to make my stay comfortable. A hearty thanks.

Patient 3

I'd just like you to know what a wonderful stay in east wing C2 at Gold Coast University Hospital. The whole staff have been very caring and supportive in my care. They made me smile every day and lifted by spirits. They listened to me, checked in on me and treated me with total respect. From cleaners, nurses, pharmacists, dieticians and doctors all have been wonderful.

Care facilities preparing for winter

Managers from 120 residential care facilities on the Gold Coast recently attended a series of workshops conducted by the Gold Coast Public Health Unit to enhance planning for winter.

The workshops targeted the importance of vaccination for staff and residents leading into winter, how to recognise influenza in

a residential care facility and the control processes necessary to minimise transmission and reduce the impact of severe disease.

Public Health Medical Officer, Dr Paul Van Buynder, said vaccinating residents at the beginning of winter would minimise the impact of influenza in the facilities.

"This will greatly reduce transmission of a disease with very high mortality in this setting and will significantly reduce hospitalisations due to influenza coming out of residential care," Dr Van Buynder said.

A lasting ANZAC tribute



A representative from the Australian Army nursing corps and patient Maria at the special service.

The Robina Hospital Palliative Care Unit honoured the 100th ANZAC Day Centenary in a special service on 24 April.

More than 50 staff, patients and families attended the service where Chaplains Kerry and Terry gave touching readings and a representative of the Army Nursing Corp read the Ode of Remembrance. Patient Lindsay Ashcroft gave an emotional reading of his poem "The Light Horse Colt from Old Australia".

A lasting tribute in the form of a memorial stone has been erected in front of the unit's reflecting pool in the courtyard surrounded by ANZAC rosemary, gerberas and camellias.

The memorial stone, chosen by Nurse Unit Manager Maureen Tapfield, represents the cliffs of Anzac Cove, with it marked prominently to the right corner of the stone, which is known by the Anzacs as the "Sphinx". It could be seen as allied forces marched up the hill during the military assault.

Advanced Recreation Officer Catherine Triandafyllou details a very touching moment of the service; "After the last post, minute silence, we witnessed a very special wreath laying by Maria Matysiak whose son had served as a "gunner" in Vietnam.

"Maria, upon standing at the base of the steps leading up to the stone, decided she wanted to walk all the way up to the stone and lay the wreath. So with the help of Maureen, Kate our Physio and myself we got Maria to the stone where she stoically laid the wreath – to remember her son."

Lest we forget

Actors assist in training

Twenty-eight final year medical students from Bond and Griffith Universities have been looking after patients of a different kind – actors.

As part of their clinical placement, the students are able to practice their skills and apply their knowledge in a realistic recreation of typical patient encounters in an emergency department.

The students work in pairs with a nurse to assess and treat 'patients' - trained actors and mannikins that simulate real patients - with heart attacks, cardiac arrhythmias, overdoses and other acute care challenges.

Associate Professor Clinical Skills and Simulation, Victoria Brazil said simulating an emergency department environment is a contemporary approach to teaching.

"Giving students the opportunity to practice caring for patients at the edge of their comfort zone, allows them to utilise their acquired medical knowledge, communication and teamwork skills in a safe environment without risk to real patient care," Assoc. Prof. Brazil said.

"In this simulated environment, they are still getting the hands on experience of patient care and acute medical conditions and are able to reflect on their actions in a detailed debrief and are given suggestions for improvement."

Since 2012, Bond University and the Gold Coast Health Simulation Service have collaborated to deliver training at Robina Hospital for medical students.

The simulation sessions are conducted in small groups five times per year, facilitated by senior emergency department doctors and

nurses. Each scenario involves two students and is viewed by the rest of the group via an audiovisual link.

Gold Coast Hospital Foundation has contributed more than \$30,000 to simulation training at both Gold Coast University and Robina Hospitals, including currently purchasing a mobile simulation package called iSimulate.

With just the touch of an iPad, students can view and control a realistic patient monitor, while an instructor uses their own iPad to control vital signs and sounds.



As part of their clinical placement, final year medical students work with ED nurses care for actor 'patients' to practice their skills and knowledge in a realistic and safe training environment at Robina Hospital.



GOLD COAST
HOSPITAL
FOUNDATION



2015 GALA DINNER

SATURDAY, 22 AUGUST

Jupiters Hotel & Casino, Pavilion Ballroom

Time: 6:30pm - 11:30pm

Dress: Black tie (themed attire optional)

Be transported to an exotic medina to experience the enchanting colour, culture and cosmopolitan energy of Marrakech.

Guests will be treated to pre-dinner drinks and entertainment, before being welcomed in to the ballroom - transformed in to a sensory delight with lanterns, gorgeous fabrics, jewelled slippers and Fez hats!

Enjoy a delicious three course dinner prepared by the award-winning Jupiters chefs, surprise interactive performances, live entertainment, auctions, raffles and much more.

We invite you to be a part of this magical evening to help bring attention to, and raise money for, health care here in the Gold Coast community.

SECURE YOUR TABLE NOW (10 guests)

Platinum \$2,500 +GST

Gold \$2,000 +GST

Standard \$1,750 +GST

Sponsorship packages also available

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Gold Coast Hospital and Health Service News

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www.goldcoast.health.qld.gov.au

Published by Gold Coast Health
Communication and Engagement Unit

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