

healthwaves+

OCTOBER / NOVEMBER 2012

GOLD COAST HOSPITAL AND HEALTH SERVICE NEWS

Program puts patients in focus

National award winners of the 'I love my physio competition', Sally Elsom and Nathan Fitzgerald are leading by example in one of the five Leading Transformation, advanced practice projects, 'Patient-Centred Care'.

The pair were chosen after Nathan's application highlighted his heart-warming story of Sally's dedication to his care and new found health.

Sally, a senior physiotherapist specialising in cardio respiratory cases has been working with Nathan after his double lung transplant last year. Nathan's rehabilitation process has been long and tough, but Sally has demonstrated determination to support Nathan through his care plan. "I can't help but get involved with people's lives and

goals when I work with them over a period of time," Sally explains.

Sally's continued persistence and support saw Nathan recently complete his first ever 5.7 km fun run at the Gold Coast Marathon in June with Sally by his side.

The patient centred care program being led by Clinical Governance Director Susan Brandis is about working together as a team to create a culture that improves patient care. Program participants Trudi Eppele and Roxanne Carroll recently presented an overview of the program to the Transformation Board which clearly demonstrated its strategic significance to Gold Coast Health. The issues raised by the programs will help to set priorities in the future.

For more details on Sally's win see page 7.

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Chief Executive, Ron Calvert presents

Open Forums

Don't miss your chance to meet the new Chief Executive, hear updates and discuss hot topics first hand.

Questions can be emailed: goldcoasthealth@health.qld.gov.au
For more information visit: <http://qheps.health.qld.gov.au/gldcoast/>

Wednesday 21 November

Robina Hospital 9.00am
Carrara Health Centre 11.00am
Gold Coast Hospital 2.30pm



**Queensland
Government**



Message from the Chair

Ian Langdon

I am pleased to welcome Ron Calvert to the Gold Coast as our inaugural Gold Coast Hospital and Health Service Chief Executive. Ron brings a wealth of experience to the role and we wish him and his family well in settling in.

From the outset Ron is emphasising to our clinicians the importance of building an effective team approach so that board, management, clinicians and community can achieve best outcomes in the provision of health services to the Gold Coast public.

He is also tackling the challenges of managing the move to the Gold Coast University Hospital. We anticipate that shortly we will be in a position to provide details and clarification of the public private partnership options being explored in order to gain maximum benefit for public patients from the health infrastructure built by the community.

The Board is embarking on a strategic planning process for Gold Coast Health that will clearly articulate the organisation's future goals, priorities, measures and outcomes. The process will have several elements and will be undertaken with a view to finalising the strategy in February 2013. Ron has commissioned the preparation of a Situation Analysis as an important first step towards the development of an appropriate strategy for the region.

During my first few months I have visited most of the community based programs administered by the GCHHS and have been impressed with the range of services provided and the skill and dedication of our staff. In my view it is essential that these services be accepted as part of an integrated health care service and not as independent silos. To this end integration of systems and coordination of strategies with hospital based services will be important going forward, some good work along these lines is already in evident.

I will be using this Healthwaves column as my key communication with staff as Ron is somewhat more technology focused and will therefore be supporting his face to face meetings with video messaging and blogs to share information. For more detailed information on board minutes, meetings, outcomes visit: www.health.qld.gov.au/goldcoasthealth/html/board.asp

Assistant Minister visit to GCUH

Local business gathered for a health focused forum in Southport last month. Board members attended to hear speakers discuss the exciting prospects for the Gold Coast Health and Knowledge Precinct.

Assistant Minister for Health Dr Chris Davis who is also a geriatrician and former Australian Medical Association (AMA) Qld president, highlighted the opportunities for research, training, innovation and patient care offered by the co-location of GCUH, Griffith University and the future Health Precinct.

A tour of the new hospital hosted by Chief Executive Ron Calvert and Project Director Michael Allsopp included a range of local business people as well as the Minister.

The Assistant Minister was treated to a global view of the hospital through the 3D model, then toured areas including radiation therapy, nuclear medicine, neo-natal intensive care and the hospital kitchen.



Assistant Minister for Health Dr Chris Davis is updated on GCUH by CE Ron Calvert and Project Director Mike Allsopp.

Community consultation informs engagement strategy

The Gold Coast Health community and consumer engagement strategy 2012-15 is out for public consultation after input from community associations, executive, staff and our local Consumer Advisory Group.

A broader public consultation process is underway and the last stage prior to sign off by the Board.

The strategy dovetails with the Clinicians Engagement Strategy being developed by the Clinical Governance Unit.

To view and provide feedback on the strategy, visit www.health.qld.gov.au/goldcoasthealth/getinvolved.asp



Consumer Advisory Group members attend Gold Coast Health update session.

Five sub-committees have been established to provide advice to the board regarding its core business:

The Executive Committee, chaired by Ian Langdon,

- Progress strategic planning and direction for Gold Coast Health
- Ensure service accountability

The Safety, Quality and Engagement Committee, chaired by Colette McCool

- Set direction, monitor and reviews clinical services safety
- Oversee stakeholder engagement

The Audit and Risk Committee, chaired by Ken Brown

- Assess financial statements, internal control systems. (includes risk management, external audit reports and compliance).

The Finance and Performance Committee, chaired by Ken Brown,

- Assess and monitor financial performance (ie. budgets, expenditure, cashflow)
- Assess and monitor activity performance (ie. WAUs, NEAT, NEST targets) and other performance measures including staff health and wellbeing.

The Research and Education Committee, chaired by Allan Cripps

- Sets direction for long term collaborative research, clinical education and training with key partners and monitors major research and education activities.

Gold Coast Health and Wellbeing Plan shaping the future

New Chief Executive Ron Calvert was among the key presenters at the inaugural Gold Coast Health and Wellbeing Plan launch. The plan is an important development toward the goal of shaping the future healthcare needs of residents. More than 150 invited guests and community members attended the public breakfast launch at Burleigh Heads.

The plan is a shared vision for the region's health and wellbeing needs now and into the future. It details a six point vision which includes supporting people to make healthy choices and prevent illness, maintaining good health and wellbeing, better access and more coordinated service delivery.

Gold Coast Medicare Local worked collaboratively with government and non-government agencies, 300 local services and community members, 500 participants at planning forums. Over 2000 residents took part in its 'Taking the Pulse' engagement tool, which provided a new platform for individuals to discuss their health care needs. Gold Coast Health is a major partner in the development and progress of the plan as work continues to meet its strategic priorities. For further information contact Gold Coast Medicare Local on 5635 2455.

Online versions of the plan and supporting documents are available at www.gcml.com.au



Board member Colette McCool speaks at the launch.



Ian Mavor, Ron Calvert, Ken Brown and Naomi Dwyer.



Professor Claire Rickard, Associate Professor Julia Crilly and Professor Andrea Marshall are part of the SAVE study.

SAVE trial receives funding

A trial to find the best dressings to use on IV drips to minimise patient discomfort and cut down on costs has received funding from the National Health and Medical Research Council.

Patients participating in the Securing All intraVenous devices Effectively in hospitals (SAVE) study will have their drips glued in with medical superglue, or have one of two new dressings to prevent the drip from falling out which can lead to serious infection.

The study, led by Professor Claire Rickard from Griffith University with the support of a research team including Gold Coast Hospital based Professor Andrea Marshall and Associate Professor Julia Crilly, follows on from previous work completed by Professor Rickard which highlighted that routine catheter replacement is not necessary.

The SAVE trial will commence in 2013.

New Physio role in Emergency Department

In an exciting development, patients may now see a physiotherapist when they arrive for treatment in the Robina Emergency Department (ED).

As one of just two pilot sites in Queensland taking part in a nationally funded project, an advanced practice physiotherapist will see patients with conditions such as strains sprains and 'simple' fractures.

Gold Coast Health has secured \$287 thousand to trial the "Extended Scope of Practice Physiotherapist in ED" project.

ED Director Paul Bowe said it was an exciting opportunity to trial a change of practice."

"Productivity improvements and shorter waiting times are key drivers for us and this trial will help to meet the national initiative goals."

According to Assistant Director Physiotherapy, Rod Ellem, the early signs are good. "The first month data shows 95 per cent of patients are within the national target (NEAT). "Patients are also benefitting from having the expertise of a dedicated physio on hand," he said.

Consumers provided feedback on the draft fact sheet for patients and a consumer representative has joined the project team.

If you require a consumer representative on your next project, contact Tony Matheson, Communication and Engagement unit on 5519 7636.



Rod Ellem and Deb Lenaghan are behind the pilot projects at Robina ED.



Baby boom

Baby love is in the air in the Maternity ward after a record number of births with 327 in July and 342 births in August. This is the greatest number of births since July 2008 when 318 babies were born in a single month.

The purchase of two new blow up delivery pools have been a happy edition offering additional capacity for natural birth options for mothers. It is also expected to be a busy rest of the year with high referral numbers already booked for September and October.

The increasing number of babies is a good reason to look forward to expanded facilities at Gold Coast University Hospital which will include 18 birthing suites, increased space, more single rooms and a broader range of birthing options for all Gold Coast mothers and offer of better patient flow options for FWC staff.

New mums can look forward to home visits and free clinic consultations at community centres to be delivered through the State's revitalised Maternal and Child Health Service in 2013.

Above: Matt, Kelly and baby Marley-May had a wonderful natural birthing experience supported by FWC senior staff, Anne Snedden, Clinical Director Obstetrics and Gynaecology, Joanna Bruce, Midwife Unit Manager Maternity Inpatient Unit, Di Evans, Midwife Unit Manager Birthing and Sandy Plowman, Director Nursing and Midwifery.

Patient positives

PATIENT 1

In the past four years I have needed the services of the hospital five times and each time the care has been exceptional. From the cleaners, maintenance staff and technicians, wardsmen, nurses, surgeons, registrars, doctors and the volunteer tea ladies and gentlemen; they all do a wonderful job and I thank them for being there for me. We are so blessed to have them.

PATIENT 2

I really appreciate the staff at Robina Hospital. Over the past five years I have always been treated with respect and felt so well cared for. You are all champions in my eyes. Thank you so much!



Ruth will hang up her scrubs after 48 years later this month.

Ruth retires after 48 years

When Ruth Browning hangs up her theatre scrubs for the last time later this month, she will reflect on the many changes she's seen in her 48 years at Gold Coast Hospital.

When Enrolled Nurse Ruth first started her training in 1970, the hospital was known as Southport General Hospital and boasted two wards, theatre, accident and emergency and maternity services. Whilst in training Ruth had to sleep at the hospital but would sneak out at night to enjoy a few drinks and a dance at the Skyline bar in Surfers Paradise.

A scrub nurse from 1977 until 1995, Ruth saw the hospital grow as the Gold Coast boomed and was witness to a few firsts including the first organ donor patient and the first Australian surgery of sewing a hand back on performed by Doctor David Stabler in the eighties.

Friend and co-worker Fay Gough who started with Ruth in the seventies said she will miss having Ruth around.

"Ruth is a resourceful and exceptional nurse and will be missed by us all in surgery," Ms Gough said.

And while Ruth will miss the companionship that nursing at Gold Coast Hospital provides, she is looking forward to visiting family in Fiji and travelling around Australia.

Consumers play their role in quality and safety

Local Consumer Advisory Group members Heather Yarker, Bob Robertson and Joanne Gould recently surveyed patients within all inpatient units at Southport, Robina and Carrara health facilities as part of Transforming Care - Patient and Family Focussed (TcPaff).

Quality and safety core elements were the focus of the day including nursing handovers that are inclusive of patients at their bedside and hourly check-ins with patients.

Consumers administering surveys on our behalf allows patients to feel comfortable speaking openly and honestly about our health service whilst receiving inpatient care and to ensure feedback we receive is unbiased.

From the survey, we can now determine what areas/units are working well, and acknowledge them for their work and identify where further work and improvements need to be made.

Sam and Roxanne from TcPaff would like to thank Bob, Heather and Joanne for volunteering their time and energy in collecting this valuable information.



Heather Yarker and Bob Robertson at Robina Hospital.



Australian College of Health Service Management delegation

The multi-award winning Robina Hospital expansion is attracting world wide attention with 44 delegates undertaking a site tour of Robina Hospital and Robina Health Precinct in August.

The annual 2012 ACHSM congress AGM ended their week of seminars by bringing two groups of Hong Kong and national health leaders and clinicians for a tour of the most recent refurbished hospital in Australia.

The delegates visited some of the wards such as Palliative Care, Medical Assessment and Medical Imaging to understand health service practice on the Gold Coast.

The ACHSM is a recognised organisation providing Gold Coast Health advice and support in Health Service Management. The group were very impressed with the staff friendliness and mentioned that the refurbishments and facilities were modern and welcoming.

Changes to parking and access to Gold Coast Hospital

From Sunday 18 November 2012 parking will be permanently removed from Nerang Street due to construction of the Gold Coast light rail system.

The light rail works also mean that it is not possible to turn across Nerang Street. Motorists will need to use Queen Street or High Street to access Nerang street facilities where necessary.

For further information on access to the hospital including a parking map, visit: www.goldcoast.health.qld.gov.au

For further traffic and construction information visit the GoldLinQ website, www.goldlinq.com.au



GCUH techie update

An assessment of existing information, communication technology (ICT) used to provide patient services at Gold Coast Hospital is being undertaken as part of the GCUH project work.

Audits on equipment such as scanners, printers, bar code scanners, cordless phones and PACS equipment is taking place. Staff are providing details about what systems they use, the type of work they undertake and the system operations and dependencies required to complete their tasks as part of a business profiling exercise. It will be used to inform the successful ICT contractor when the tender for GCUH is let.

The information collected will enable a seamless transition to GCUH. Staff have also been working to identify ICT requirements for new and improved services, including radiation oncology, improved medical imaging and a menu ordering system.

Consultation and communication will be ongoing throughout leadup to the move. The first signs of the impending move may be right beside you as the project team labels equipment for transfer to the new hospital.

Check out buildinghealth+ for more ICT project details in preparation for GCUH at: www.goldcoast.health.qld.gov.au



New Visual Style Guide

Communication and Engagement (CE) is the new name for the unit formerly known as Public Affairs. However while the name has changed, the services remain.

A welcomed initiative by the CE unit has been the new Gold Coast Health Visual Style Guide.

Web Manager Susan Wright said the new guide and local template will better support staff although many whole-of-government guidelines continue to be standard.

"It may be surprising to learn that there are guidelines around personal email signatures regarding font, styles and wording," she said.

"We have also uploaded Gold Coast Health templates in Word and Powerpoint for better access.

Gold Coast Health has increased its commitment to consumer and community engagement following reforms that have heralded a return to regional boards. Furthermore new national accreditation standards for public hospitals include engaging consumers in health service delivery.

Recent initiatives by the Communication and Engagement unit include the inaugural Community Engagement in Action initiative held at Robina Hospital and drafting the Community Engagement Strategy.

The Communication and Engagement unit works closely with the Executive, Board, staff and stakeholders to deliver regular communication about Gold Coast Health services, facilities and initiatives.

Visit: <http://qheps.health.qld.gov.au/goldcoast/ce/styleguide.htm>

Days are a theme in renal

With a new theme every month, a day at the renal dialysis unit for patients is anything but boring.

The renal staff have taken on the role as cheer givers as well as treating professionals to make a difference in the lives of patients undergoing treatment.

Every month, whether for a day or a week, the unit is transformed by a special theme; last month's was Halloween. While it started off small, the idea has gained momentum over the years and has motivated staff, patients and relatives to get involved.

Bronwyn Allan, RN Renal Services said the themed days make a real contribution to patients and staff wellbeing.

"We realise that you cannot change the treatment of dialysis but we can change the environment!"

"The theme days have improved morale in both patients and staff with positive feedback and encouraging comments."



Every month is a new theme for renal.

eMR goes live at Carrara

The benefits of multiple staff having access to a patient record at the same time in different locations is now being experienced by clinicians at Carrara Health Centre.

It is the latest facility to introduce the electronic medical record to better support clinicians to manage patient care.

Progress around the electronic medical record continues. Since the establishment of the ICT governance board there has been

a commitment to simplify the file structure and review the scanning model. There will be more information available on the changes coming to the eMR and the upcoming integration to the statewide integrated electronic Medical Record in coming weeks.

If you would like to participate in the eMR review, please email: GCHeMR@health.qld.gov.au



David Green Director of Emergency Services, Jo Little NUM for MAU and Dr Mark Forbes.

Robina's Medical Assessment Unit impresses after one year

Attendees at the annual scientific meeting of the Royal Australasian College of Physicians (RACP) were impressed by a presentation on Robina's Medical Assessment Unit model of care.

Dr Tanya Munday (Advanced Trainee in General Medicine) from the Department of General Medicine presented on 'The effects of a MAU on patient flow within a large urban based health service' which highlighted how impressively patient flow had improved within three months of opening the MAU at Robina.

Admission to Medicine within four hours of arrival in ED prior to MAU had only occurred seven percent of the time. Within the first

three months of opening this had improved to 78 percent.

Dr Munday also highlighted that the patient length of stay had improved and that there was no increase in unplanned readmissions.

Robina Medical Assessment Unit celebrated its first birthday in September. Approximately 40 staff, many off duty, gathered to listen to the long list of successes, achievements, share stories and indulge in some culinary delights as the unit staff were congratulated by senior clinicians.

Robina MAU is a flagship service that is leading the way to better patient flow through the Emergency Department.

Adding colour to children's emergency visits

Dr Graham Jay, Paediatric Emergency Physician recognised the importance of adding some colour to the children's area in the Emergency Department at Robina Hospital.

Art works as a distraction for children and provides a comforting environment during their stay.

Local indigenous artist, Jason Passfield, donated his talent and spent many weeks working in the Emergency Department to paint wall murals. The paintings represent local fauna and flora and are linked to his heritage.

A thank-you party was held to celebrate the completion of all the art work and included emergency staff, Aunty Marg (Margaret Lawton) an indigenous elder and Jason.

Afterwards the staff were treated to a tour by Jason to explain the significance of each painting.



Dr Graham Jay with local indigenous artist Jason Passfield with one of the donated paintings.

Therapy team top to tail in teal

Launched to coincide with OT Awareness week, the Occupational Therapy team have after a long time coming, replaced their washed out green uniforms and are now proudly wearing teal with the new threads also sporting the new Government's branding, the Queensland Coat of Arms.

The OT team are the first in Queensland to produce new uniforms with the current logo, running as the test pilots to feed into a state wide style guide which will be released later this year.

The team is excited with the fresh look says Director of Occupational Therapy, Trudi Eppe, "We can now be distinguished from the furniture, and that we won't have to do any more price checks when we drop in to Woolies after work."

Southport Occupational Therapists wearing their first of a kind work threads.



APA Qld manager Samantha Goodier presents Sally and Nathan with their prizes.

Gold Coast wins 'i ♥ my physio' competition

Physiotherapist Sallyanne Elsom is feeling the love after being named this year's winner of the 'I love my physio' competition on World Physiotherapy Day after her patient Nathan Fitz-Gerald submission was chosen out of 260 applicants for the inaugural award.

The competition is run by the Australian Physiotherapy Association, who flew to the Gold Coast to present Sally and Nathan their prizes; \$1,000 cheque and an iPad each. Nathan also received a signed jersey from renowned Gold Coast triathlete Courtney Atkinson. Nathan's goal is to start competing in triathlons.

Sports stars visit Gold Coast Hospital

Private midwife Stephanie Oliver (second right) delivered the first waterbirth baby, Marco Banjak under the new model.

New Era for birthing Mums

Gold Coast mums can now enjoy a wider choice of birthing options since private midwives were granted special access to Gold Coast Hospital.

Private midwives including Stephanie Oliver (pictured) can now admit birthing mothers in their own right.

Mums can choose a midwife to provide care from early pregnancy, throughout the birth and up to six weeks after the birth.

The eligible midwives are accredited meaning the care attracts a Medicare rebate. Director of Obstetrics and Gynaecology, Dr Anne Sneddon said it was a milestone for birthing services.

"We have now credentialed four midwives and are one of the first hospitals in Australia to do so," she said.

The new model offers continuity of midwifery care for the mother, with

support from our Birthing Services health professionals as required. The midwife can provide flexible care in the community and the hospital.

A unique agreement document has been developed by Birthing Services with the support of obstetricians. Assistant Director Midwifery, Anne Moore and Legal Manager Marlene Moriarty, spearheaded the Access Licence Agreement (ALA) which is now available to other hospitals statewide.

"It is our goal to offer all expectant mothers a midwife in the long term," Dr Sneddon said.

At present Birthing Services has hit 10 per cent of its 30 per cent target so there is room to improve continuity of midwifery care by introducing other innovative models such as this one.

The hospital has already hosted the first waterbirth under the program.



In the lead up to growing cancer services at Gold Coast University Hospital, Redkite dropped in with Qantas Wallabies players Liam Gill and Tatafu Polota Nau to say hi to the cancer day unit's staff and patients in September. On a break from their week of training on the GC, the players were excited to hear about how the service will be expanding with the opening of GCUH next year.



Kids in the Paediatric Ward at the Gold Coast Hospital were visited by the Queensland Rail Bulls Masters last month. Wendell Sailor and Graeme Hick were two of five players to tour the ward as part of their Gold Coast trip and enjoyed hanging out with the parents and children.

AWARDS FOR EXCELLENCE

It's that time of year where staff are encouraged to recognise colleagues who have gone that extra mile.

Nominations for the annual Awards for Excellence are now open. Award categories will include three individual awards and five team awards.

The award ceremony will be held on Friday 7 December at 9am in the Education and Conference Centre at Southport, rooms 6-7.

For full details on the awards and to download an application form, visit:

http://qheps.health.qld.gov.au/goldcoast/pc/html/staff_excel_awards.htm

NOMINATIONS CLOSE FRIDAY 16 NOVEMBER 2012.

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Editor Amanda Noonan, Director Communication and Engagement

Phone (07) 5519 8733

Email goldcoasthealth@health.qld.gov.au

Web qheps.health.qld.gov.au/goldcoast/ce

Have you got a story to share?

Submissions for the next edition are required by: **17 January 2013.**

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