

Westpac helicopter crew Nathan Scard, Steve Von Bratt, Kim Hanlon and Dr Byron Booth gave the helipad a thumbs up when they were met by Andrew Fisher and Tonya Donnelly for the first patient arrival on the helipad.

Gold Coast Health
Building a healthier community

healthwaves+

OCTOBER / NOVEMBER 2013

GOLD COAST HOSPITAL AND HEALTH SERVICE NEWS

Hello GCUH

The Gold Coast University Hospital (GCUH) helipad received its first patient by helicopter since opening on 28 September.

In a first for the new hospital, the Westpac Rescue Service chopper was able to deliver the patient directly to the hospital. The helipad brings the hospital another step closer to the development of tertiary level trauma services.

The commencement of the helipad operation comes after 219 patients were safely moved from Gold Coast Hospital to GCUH over two days. Patients moved included a set of triplets, and patients ranging from one hour to 100 years old.

Nine ambulances, five volunteer cars, five taxis and three mini-buses made 54 trips on Friday to transfer 104 low acuity patients. On Saturday, 14 ambulances and three volunteer cars made 63 trips to transfer the remaining 115 patients.

Chief Executive Ron Calvert said the successful move was due to services working together.

"Extensive clinician-led planning and partnering with building contractors Lend

Lease and subcontractors ensured a coordinated approach to patient need and facility preparedness," Mr Calvert said.

"Staff at Robina Hospital, Carrara and in the community have been essential to the move plan. The emergency department increased its activity to support the Gold Coast Hospital and additional staff and beds were opened at Robina Hospital to support the move.

"I want to thank our partners the Queensland Ambulance Service, the Queensland Police Service and the Queensland Fire and Rescue Service for their support throughout the planning and execution of the move."

Upon opening, there were five babies born and 70 new patients admitted on day one.

All services from Gold Coast Hospital have been safely opened at GCUH with five new services including neurosciences, trauma response, new born care unit, and cardiology services commencing in coming years

To see GCUH in pictures, go to page 5.

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QBA • 13
Queensland Bedside Audit

Driving safety and quality improvement

Robina Hospital and Carrara Health Centre
- Wednesday 6 November 2013

Gold Coast University Hospital
- Thursday 7 November 2013

To volunteer as an auditor
or for further information:

GCclinicalGovernanceUnit@health.qld.gov.au



Boardnews



Message from the Chair – Ian Langdon

Emergence of the Enablers

Quite rightly in recent weeks we have focussed on the preparation for the shift from Gold

Coast Hospital to the Gold Coast University Hospital and the immediate aftermath. It was a period of outstanding performance based on meticulous planning and staff dedication across the whole of Gold Coast Health.

We must now move on from the rightly earned euphoria and prepare for a future based on unique privileges on which we must capitalise. Those privileges must not be taken for granted. They include:

- World class facilities
- A growth agenda supported by significant increases in funding leading to;
- Planned introduction of five new clinical services
- Increased patient service capacity measured by increase in WAU's
- Capability to grow staff numbers

- Partnership relationships with three significant universities
- An established and experienced core staff

Most, perhaps all other Hospital and Health Services throughout Queensland are understandably envious of the combination of these advantages enjoyed by Gold Coast Health. The challenge for us is to ensure we capitalise upon these underpinning strengths.

During the period I have been Chairman I have formed the opinion that it is difficult to generate pace in decision making and especially in decision implementation. I am not confining this to decision making at the top but rather decision making and implementation throughout the bowels of the organisation. As an emerging Statutory Authority we have the opportunity to build our own environment and that environment needs to be less bureaucratic and less conservative.

The Queensland Health Minister has driven significant change resulting in a leaner corporate office and in excess of 30 per cent reduction in prescriptive

departmental directives. He recently addressed all Board Chairs and Chief Executive's highlighting that there was a need to replace a culture of Risk Avoidance with a culture of Risk Awareness. To my mind this is critical to promote a focus on enabling rather than inhibiting.

My personal challenge to all staff of Gold Coast Health is to focus on facilitating efficient processing of decisions, become enablers rather than inhibitors. In your day to day activities if you identify barriers to efficiency in our processes or behaviours please do not accept them, actively promote change. Experience has taught me that the most telling changes in culture and efficiency are generated within the bowels of an organisation, not necessarily at the top.

The challenge for Gold Coast Health executives and the board is to facilitate the emergence of the enablers within our staff. We have a determination to do so.

Our first Annual Report

Gold Coast Health has published its inaugural 2012-13 Annual Report since becoming a statutory authority.

Through 2012-13 there was significant improvement in patient access to emergency departments and reductions in the long wait times for oral health care and endoscopy procedures. The year ended with a \$5.98 million surplus which will be reinvested in initiatives to further reduce outpatient waiting times.

Some highlights during 2012-13 include:

The opening of the \$36.3 million Robina Health Precinct on 18 July 2012 including 10 surgical short stay beds and 10 surgical orthopaedic beds.

The opening of two new operating theatres at Robina Hospital

The opening of a 28 bed medical assessment unit at Gold Coast Hospital.

12,029 home visits were provided to mothers and infants to support their discharge from hospital.

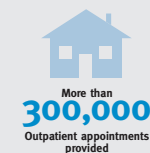
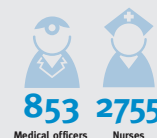
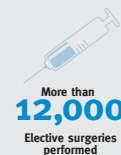
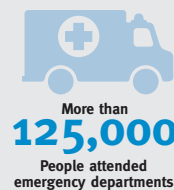
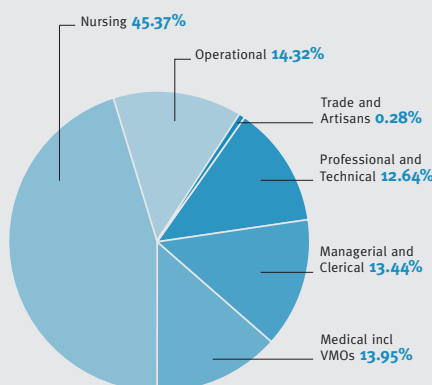
Our workforce as at June 2013:

- 72 per cent of staff are in clinical roles
- 42 is the average age of a service employee
- 74 per cent of staff are women

During 2012-13:

- 594 new staff were employed
- 823 staff separated

5098 full time equivalent (FTE) staff were employed by profession stream



To read the 2012-13 Annual Report, visit:
www.health.qld.gov.au/goldcoasthealth/html/about/annualreport.asp

Patient satisfaction

| QUESTION | GOLD COAST HOSPITAL | ROBINA HOSPITAL |
|--|---------------------|-----------------|
| Overall rating of care provided | 95.6% | 96.6% |
| You would recommend our care to others | 91.7% | 95.8% |
| Overall cleanliness rating | 87% | 97% |
| Overall quality of food provided | 66.1% | 80.3% |

Patient satisfaction at Gold Coast Health is on a high based on data from a recent survey. Just under 500 patients at Robina and Gold Coast Hospitals completed the survey in May where they were given the opportunity to provide feedback on all aspects of our service. Feedback was largely positive, with some areas that could be improved including:

- The quality of food
- Environment, cleaning, signage
- Car parking
- Discharge processes - follow up could be improved
- Communication between staff and patients
- Waiting times
- Resources

Respondents were most impressed by:

- “Friendliness of all staff, doctors, nurses, cleaners and ward personnel”
- “I have no complaints about the care I received. The dedication of all staff... I left with feelings of profound gratitude.”
- “The service from all staff was friendly and considerate - considering most staff appeared to have a high workload.”

An action plan will be formulated to help resolve some of the concerns and feedback.

If you would like a copy of the results for your work area, please contact your Divisional Quality Coordinator or email GCQualityImprovement@health.qld.gov.au

To access the survey results, visit: <http://qheps.health.qld.gov.au/goldcoast/serv/Quality>

Reduction in c-sections

Gold Coast Health has reduced its caesarean delivery rate to 22 per cent for 2011/12 –one of the lowest in Australia.

The achievement is based on benchmarking data by Women’s Healthcare Australasia where the national caesarean average for a hospital is 30 per cent.

Changes to models of care and clinical governance have been key to reducing the number of caesarean deliveries at Gold Coast Hospital, and now Gold Coast University Hospital.

Acting Executive Director Family, Women’s and Children, Dr Anne Sneddon said the achievement has been a collaborative effort and the service of which we should be proud.

“We have achieved these great statistics by changing the way we provide our care,” Dr Sneddon said.

“Women who express fear or anxiety around birth are included in different models so that they can work through their fears with continuity of carers.

“We have reintroduced vaginal birth after caesarean section as a safe option for most women who choose this option and have introduced a breech special service for carefully selected women.

“There is always something we can do better and it takes a team approach to be able to work through any issues and deliver change with confidence.”

Reducing caesarean deliveries and supporting positive vaginal birthing has a range of health benefits for mums and babies including quicker recovery times, lower infection rates for mothers and fewer complications for babies.

First of new services confirmed at GCUH

Radiation therapy services will be provided from the Gold Coast University Hospital by the end of December in partnership with Radiation Oncology Queensland (ROQ).

Board Chair Ian Langdon said Gold Coast Health has delivered on its promise to provide radiation therapy at no cost to public patients using a private public partnership model.

A detailed contestability exercise concluded that outsourcing the new service is in the best interests of the community, and taxpayers.

The model will see allied health support for radiotherapy patients provided by Gold Coast Health.

Director of Cancer and Blood Disorders, Dr Jeremy Wellwood confirmed that the quality of care that will be provided to local patients will be outstanding.

“The opportunity to work with our partners will only service to enhance the current level of care we deliver by offering radiotherapy to Gold Coast public cancer patients locally for the first time.”

ROQ CEO Mr. Mark Middleton said he was delighted to be partnering with GCUH.

“We look forward to providing a state of the art radiation oncology service which will deliver outstanding patient care, training of key professional disciplines and continue ROQ’s strong commitment to research,” he said.



Board Chair Ian Langdon and ROQ CEO Mark Middleton.

For more information visit: www.health.qld.gov.au/goldcoasthealth/gcuh/new_services.asp

Thanks for the memories

For more than 60 years, Gold Coast Hospital saw many beginnings and endings.

On 28 September 2013, Gold Coast Hospital closed its doors for the last time marking a turning point for staff, patients and the Gold Coast community.

As we move forward into a new era of healthcare and the new Gold Coast University Hospital, we look back on how far we've come. Thanks for the memories Gold Coast Hospital.



John Andersen.



The old Southport Hospital.



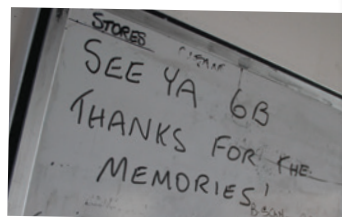
Farewell BBQ in Ward 14.



6 Little High St, now Griffith University.



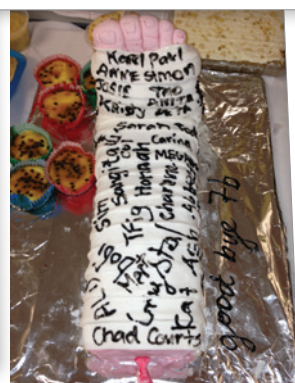
Paris and Nicky Hilton visited in 2009.



Staff born at Gold Coast Hospital.



Special Care Nursery, 4A.



Paediatrics, 5B.

Welcome to your new hospital



Volunteers desk, main foyer.



Day Oncology, CG East.



Pharmacy, ALG.



ICU, D4.



Orthopaedics, C3 East.



Surgical IPU, C4 East.



Return to work finalist

A Gold Coast Health employee is one of 26 Queensland finalists for the 2013 Return to Work Awards.

Terry Stables from the Workforce Planning Unit is a finalist for the 'Injured Worker Achievement' category after being involved in a hit and run accident when cycling to work last year.

Terry sustained a fractured shoulder, collarbone, elbow, severe bruising to pelvis, neck and body. Terry required surgery on his elbow followed by extensive rehabilitation.

"The injury had a huge impact on my family – I was always the fixer and the do-er, and I have two teenage kids and my wife works shift hours in intensive care," Mr Stables said.

"Returning to work, initially from home then graduating back into the workplace, was of great benefit to me, particularly psychologically.

"The most valuable thing is the social interactions, and people forget that part. When you get back to work you have people there who are friends and colleagues and who are willing to support you."

Occupational Health and Safety Practitioner Tannis Macmillan said getting back to work is an important step in rehabilitation.

"Early intervention following on from an incident is key to a successful outcome which means the employee can return to a normal life often reducing the financial and emotional impact on them and their family," Ms Macmillan said.

"Our main priority is getting employees back on their feet and back to work as quickly and as safely as possible.

"Terry is an example of the benefit to employees' returning to work and we are proud to have his case as a finalist in the Return to Work Awards."

Winners of the awards will be announced on 30 October. For more information on returning to work, visit: http://qheps.health.qld.gov.au/goldcoast/pc/html/sw_injury-mgt.htm

Terry Stables is back at work and is in the running to receive a return to work award.



Carving it up

The new Pulse Carvery at Gold Coast University Hospital is off to a fresh start.

Along with a new location, the carvery has introduced fresher meal choices to its menu by using better quality ingredients.

Acting Retail Food Manager Jolene Corrin said the introduction of a quicker grab and go style service has been a hit with staff.

"Our service delivery has changed significantly with all food and drinks prepared ready to go for added convenience," Ms Corrin said.

"We have also improved the quality of our produce with all roast vegetables fresh not frozen and we use higher quality meats.

"Our snacks food and drinks range has also expanded giving staff and visitors a diverse choice."



The Pulse Carvery at GCUH is now fresher and faster.

The Pulse Carvery is open from 7am to 8pm daily, including weekends and public holidays.



ED registrars, including Dr Alana Bond (front right) passed the primary examination.

Top marks for Bond

An emergency department registrar has received the Joseph Epstein Award for topping the country in the Emergency Medicine Primary Examination.

Dr Alana Bond was one of seven Gold Coast Health registrars who passed the exam to become an advanced trainee in the emergency department.

The written and practical exam was held in September and is the first exam for registrars to progress to emergency medicine advanced training with the goal of becoming consultants.

Dr Alana Bond said her time working in the emergency department has helped solidify her medicine school knowledge.

"Tying for the highest score in Australia for the exam was above and beyond what I expected; I just wanted to pass and this more than I could have hoped for," Dr Bond said.

"It was an amazing group of people that did this exam; we helped each other get through with the support of a lot of people.

"No day is the same working in ED which I love the most including the variety and our team – we're a family. When you can make a difference to a patient's outcome it's a wonderful feeling."

An award ceremony will be held in November in Adelaide for exam graduates.

Emotions as plaque removed

Sue Staunton had mixed emotions as she removed the plaque from ward 14 in September prior to the move to the new Gold Coast University Hospital.

Sue's father, Jack Casey was the first Manager/Secretary to the Board in 1961. The OJ Casey Education Centre in Little High Street was named after her Dad.

Sue said she has worked here since 1981 and has enjoyed her time at Gold Coast Hospital and leaves with very fond memories of the hospital. She said she remembers well walking through the hospital 'walkway' at night to the nurses quarters and stopping for a glass of milk and a strawberry coconut slice from Lil Hannan, the hospital cook.

Sue said she was happy to donate the plaque back to the new Gold Coast University Hospital if the facility provided an area such as a Memorial Garden.



Sue Staunton with the plaque from ward 14 at the old Gold Coast Hospital.

Foundation at the open day

The Gold Coast University Hospital provided the general public with a sneak peek prior to its opening. Around 15 thousand people took the opportunity to attend a Community Open Day and see inside the \$1.7 billion facility.

The day was an excellent opportunity for the Foundation team to meet members of our community, promote good health, raise awareness of our work and how individuals can help achieve improved health care outcomes here on the Coast. Our partners Woolworths provided a sausage sizzle for patrons on the day, raising more than \$2,000 to help with the purchase of essential medical equipment and funding of valuable research and education. Infinity attraction were also fantastic, setting up activities to keep children entertained while parents waited for their hospital tours to start. I am sure many Mums and Dads were happy to see them set up next to the BBQ.

We simply couldn't continue to improve patient care without such committed partners and a big thank you goes out to all staff at Woolworths and Infinity, as well as our fantastic volunteers who gave up their Saturday to make this open day a wonderful success.



Woolworths cooked 3,000 sausages at the GCUH Community Open Day.

Gala extravaganza



Dinner guests at the Gala.

More than 450 guests were given a unique, once in a lifetime opportunity to attend the Gold Coast Hospital Foundation's Gala Extravaganza inside the new Gold Coast University Hospital before it opened.

The Gala showcased the incredible new hospital and provided guests with a fun

opportunity to help us continue to improve healthcare on the Coast. The support we received on the night was overwhelming with more than \$50,000 raised through auctions and raffles. With catering from Little Truffle, guests enjoyed restaurant quality food while enjoying a range of live entertainment including an ice-skater, acrobat, soprano singer and bands.

Special thanks go to the entire GCUH project team for helping organise the event and to all their wonderful staff who attended or volunteered on the night. Without their hard work and generous support this event would not have been possible.

Next year's Gala will mark the 20th Anniversary of the Gold Coast Hospital Foundation and we look forward to what will be another fantastic event.

Pop in for a chat

The Foundation is located in the retail precinct of GCUH. We are very excited as it will make it easier for Gold Coast Health staff, patients and visitors to pop in and see us, find out about our work and how you can get involved. Please feel free to pop in any time for a chat or coffee. We'd love to meet you all.



**GOLD COAST
HOSPITAL
FOUNDATION**

Three cheers for volunteers

If you get a warm, friendly welcome at Robina Hospital chances are its due to one of our award winning volunteers.

Three Robina Hospital volunteers have received community service awards from division 11 Councillor Jan Grew.

Elaine and Neville Lewis, and Carol Allan attended an award ceremony where they were commended for their services at Robina Hospital.

Elaine and Neville Lewis have been volunteering at Robina Hospital for nine years. Neville is the friendly face on our meet and greet desk welcoming people to our service while Elaine is the lovely smile that takes the cafe trolley around to patients and provides some social support.

Carol Allan has been volunteering at Robina Hospital for 13 years and



Volunteers Elaine and Neville Lewis and Carol Allan received a councillor's award.

provides support, care and comfort for patients, family and visitors to the Palliative Care Ward.

Patient positives

PATIENT 1

2 October 2013

I was treated at Robina outpatients' skin clinic and I firmly believe that my excellent recovery is due entirely to the caring, empathetic, professional treatment I received. You truly have a first-rate team in the skin clinic and my experience in dealing with everyone in outpatients has made this injury much less painful and easier to bear. Thank you again Robina Hospital I am truly grateful and will always remember these people's humanity and professionalism.

PATIENT 2

23 September 2013

If the staff continue as they are, I think you will always be providing a very good service.



Staff and patients are finding the brand new kiosks are an excellent addition to the OPD.

Way to go Q-Flow

A new patient queuing and wait management system was launched within the Outpatients Department (OPD) at Robina Hospital in August.

The new system, called 'Q-Flow', allows patients to 'check in' to appointments via a kiosk upon arrival in the OPD. Q-Flow then manages the patient flow throughout the department.

Feedback on the system from staff and patients has been tremendous with the system reducing pressure on reception and improving the patient journey and outpatient clinic experience as well as increasing patient privacy.

Outpatient's administration officer Paula Kerr said that the use of the ticketing system means that patients are called by number, not by name.

"Q-Flow is improving the patient's experience by ensuring all aspects of their care are managed closely," Ms Kerr said.

Q-Flow also captures data which can be used to highlight areas of improvement for appointment scheduling, reduction of patient waiting time and improvement of patient management and flow through the OPD.

Sinking our teeth into waiting lists

Gold Coast Health dental services have reduced waiting lists by nearly 68 per cent.

Patients no longer have to wait for emergency dental services according to the latest data. Instead patients immediately receive an appointment either to collect an outsourcing voucher or in one of the community dental clinics. All high priority cases are seen on the day they contact the clinic.

There has been a significant drop to the number of patients waiting for a regular appointment reducing from 6,558 in June 2012 to 2,134 in August 2013.

"Many of these patients who are listed as waiting have been contacted and given offers of care via the outsourcing program or at one of the five Community Dental Clinics on the Gold Coast," Director of Oral Health, Katherine O'Donoghue said.

"This significant decrease in waiting times is the result of the National Partnership Funding allocated to the Gold Coast Oral Health Service in February.

"We are delighted with these results particularly in the treatment waiting times for priority and urgent patients."

Reaching out to our community

Gold Coast Health will increase its active health consumer engagement program through a broader community engagement program to build awareness of our services and health literacy in the community.

Community Engagement Officer, Tony Matheson said developing community engagement opportunities for staff to interact with the broader community is pivotal to the overall success of the engagement strategy and a key element of the health service strategic plan.

"Our community needs to feel confident and aware of the services we provide and appreciate they have a part to play in their healthcare," Mr Matheson said.

"Building these relationships with community groups also helps to encourage community involvement via volunteering."

Volunteer Coordinator Dale Tatterson and Tony Matheson recently presented to Rotary Broadbeach about participation opportunities within the health service as part of this program.

Staff are encouraged to email Tony_Matheson@health.qld.gov.au if they would like to develop community engagement opportunities for their specific services. For example, community education sessions for treatable diseases, managing chronic pain, diabetes and cardiac disease awareness.



Dale Tatterson, Tony Matheson (right) with Rotary Broadbeach members Jim Hawkins, Denis O'Brien and Neil Baldwin.

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Have you got a story to share?

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GOVERNMENT