

healthwaves+

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Board News

Message from the Chair – Ian Langdon

In recent days the Gold Coast Health Board has taken the final steps to formalise the transfer of all land and buildings located on the Gold Coast and previously owned by Queensland Health to the Gold Coast Hospital and Health Service. This step brings regional autonomy to near completion after responsibility for all health staff was transferred to the Board from 1 July 2014.

As localisation of our services has progressed Queensland Health's corporate office has

undergone dramatic change with the number of staff reduced by around 50 per cent and a significant reduction in head office direct control. The many million dollars released by this process have been re-invested in front line clinical staff statewide.

The challenge for the Gold Coast Board, management and staff is to embrace autonomy and take advantage of the opportunities to reduce red tape and bureaucracy and provide more efficient, patient focussed service. After decades

of central control many practices of the past need to be "unlearned".

The Health Minister has asked for an entrenched culture of Risk Aversion to be replaced by a culture of Risk Awareness. In Health it is imperative that understanding risk remain at the forefront, however it is a decades' long focus on administration and "over-regulation" that has stifled flair and initiative. The challenge is now for staff to abandon a "NO and WHY" first response and adopt a "YES and WHY NOT?"

culture. When this occurs Gold Coast Health and its patients will reap the true benefits of local autonomy. Fortunately many of the staff have already embraced the opportunity with numerous examples of exciting initiatives emerging.

The Board are always looking for opportunities where we can engage with the community. If you are holding a meeting or a special event and you would like a Gold Coast Health Board member to attend, please email gcesochair@health.qld.gov.au or phone **5687 0103**.

You're Invited Annual General Community Meeting

The Chair of the Gold Coast Hospital and Health Service Ian Langdon and Chief Executive Ron Calvert invites community members to the Annual General Community Meeting on 23 October 2014.

Gold Coast Health welcomes community members and organisations who are participating or interested in their local health service to share an opportunity for information exchange and question time.

Attendees will hear from our executive about the performance and highlights from our annual report and a stand out program, Partners in Recovery. Invited consumers will also be speaking about their experiences using the health system which we hope will generate some interesting viewpoints and questions to speakers.



Thursday 23 October 2014

6pm for a 6.30pm start (concludes 7.30pm)

Southport Sharks Events Centre

Corner Musgrave and Olsen Avenue Southport

Register online at

www.health.qld.gov.au/goldcoasthealth/

Jackie Angeloska and Helen Moore served up more than 1300 pieces of cake at the staff celebration.



Celebrating one year

The \$1.76 billion Gold Coast University Hospital celebrates its first birthday

A year after undertaking Australia's biggest planned hospital move, Gold Coast Health staff have come together to mark the first birthday of Gold Coast University Hospital (GCUH).

Almost 1,500 doctors, nurses and support staff enjoyed a BBQ at the \$1.76 billion facility, just reward for a year of providing outstanding care and service to the thousands of Gold Coasters who have embraced the world-class hospital.

The celebration comes almost a year to the day after a decade of planning culminated in more than 200 staff safely moving 219 patients in 117 trips across two days from the old Gold Coast Hospital to the new facility.

Since then, GCUH has made an impression on the Gold Coast community as evidenced by an increase in demand for services.

Areas such as maternity have seen this increase first-hand, with 4,376 babies born since the hospital opened.

An additional six Neonatal Intensive Care (NICU) cots have been added to 20 Special Care Nursery cots and two NICU cots, enabling about 1,000 premature and unwell babies on the Gold Coast and Northern New South Wales to receive specialist care this year.

The number of hospital beds has increased from 450 to 550, with staffing numbers across the health service also increasing by 15 per cent to more than 7,000.

Gold Coast Health has also strengthened links with tertiary education, with a number of professorial positions introduced including Infectious Disease, Medicine, Orthopaedic Surgery, Care of the Elderly, Emergency Care and Acute and Complex Surgery.

GCUH has opened and expanded several specialist services including:

- Radiation therapy services in partnership with Radiation Oncology Queensland
- Nuclear medicine with equipment such as a new PET scanner and gamma cameras
- Trauma response including a dedicated children's area in the emergency department and a helipad improving access to urgent patient care
- Cardiac surgery
- Maternal Fetal Medicine.

GCUH boasts a 60 per cent capacity increase compared to the old facility, five new and expanded specialist services including comprehensive cancer services, increased surgical capacity and extended mental health services.

Providing care for prisoners

After a successful three month trial last year, an emergency department nurse now provides onsite care to prisoners at the Southport Watch House.

Since July, Gold Coast Health has been working with the Queensland Police through a commercial agreement to provide the service to prisoners seven days per week, including a Saturday night duty.

Assistant Director of Nursing for Emergency, Jo Timms said providing care for prisoners' onsite will reduce the risk of adverse medical incidents in the watch house setting.

"There are multiple benefits in providing clinical care in the watch house setting including reduced patient transfers to the emergency department, reduced 'off-road' time for police officers and better patient safety for prisoners," Ms Timms said.

"Nurses who will be working at the watch house have undergone rigorous training including attending an orientation day with the police."

Gold Coast District Inspector Damien Crosby said the service was implemented after a review of nursing services at the Southport Watch house.

"The Southport Watch House processes and accommodates a large volume of high risk clients, including those with alcohol and drug dependencies. The presence of a Registered Nurse(s) with extensive



ED nurse Robynne Hartshorne with Senior Sergeant Ken Becker at the Southport Watch House.

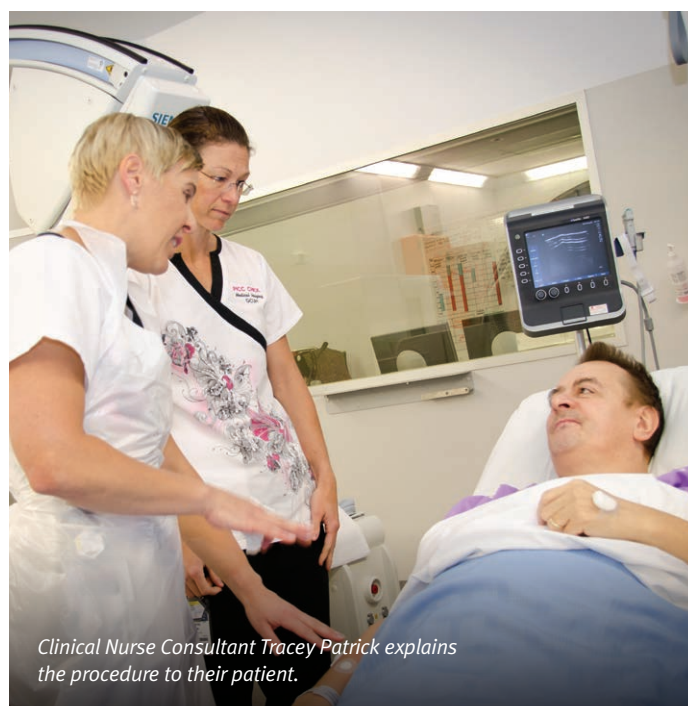
triage and emergency department experience greatly assists us to mitigate those risks," Inspector Crosby said.

"Where practical, we would much prefer to treat prisoners on site at the watch house, rather than cause any unnecessary impost to operational police and Emergency Department resources at Gold Coast University Hospital.

"This initiative has further expanded on what was already a very positive working relationship between Gold Coast Police and Gold Coast Health."

The trial is part of a collaborative research between Gold Coast Health, Griffith University, Queensland Police and Queensland Ambulance Services. Preliminary findings show that almost half of the prisoners who would have otherwise been transferred by Police or Ambulance to the emergency department were able to remain in the watch house to receive their care.

PICC chicks in demand



Clinical Nurse Consultant Tracey Patrick explains the procedure to their patient.

The Peripherally Inserted Central Catheter (PICC) service has increased by 16 per cent since the move to GCUH and 33 per cent since 2012.

A PICC is a long, narrow tube (catheter) about the same size as a strand of long spaghetti and is used to give patients medication directly into their blood stream without having to repeatedly insert a needle into their vein.

New equipment has resulted in shorter procedure times in many cases which relieves stress and anxiety for patients during a difficult stage of their treatment. PICC's are now inserted under Fluoroscopy guidance to provide a one stop shop; PICC insertion and checking of PICC tip placement in the one place. This also decreases potential complications at insertion, providing a safer procedure environment.

The Infusion Therapy PICC Insertion Service is a nurse lead service which was first established in 2007. The service has now grown to four specialist nurses who have inserted over 460 PICC's and managed 1,436 central venous catheters in 2013.

With a friendly environment and music playing, the nurses dressed in their matching 'PICC CHICK' scrubs continue to strive for the best possible outcomes for their patients. This includes consultative advice on care, maintenance and troubleshooting complications plus education on Central Venous Catheters to Gold Coast Health staff.



Health Minister Lawrence Springborg toured the reinvigorated palliative care gardens on a recent visit.

Garden a precious gift

For palliative care patients at Robina Hospital, being able to spend time outside of the ward is a precious gift.

This gift has been reinstated after the beautiful palliative care gardens were recently reinvigorated with new plants, flowers and a running water fountain which provides a soothing effect for patients, families and staff.

Patients and their families can enjoy time in the garden which has hosted special events such as weddings and blessings in the past.

Health Minister Lawrence Springborg toured the gardens at the end of September and was impressed by the work that the staff do in the palliative care unit.

In focus – Lois Lawler Supportive and Specialist Palliative Care Service

I came to the Palliative Care Service in 2010 on a temporary secondment and have been with the Service as a Senior Social Worker ever since. The Social Work Service is part of the palliative care team based at Robina Hospital and also delivering consultation-liaison services across the health service.

I have had experience over almost 40 years in many areas of health Social Work including renal, haematology oncology, medical rehabilitation and community health. This prepared me well for my current position in Palliative Care as we care for people with many and varied illnesses. The focus of the Social Work Service is to provide support to patients and family caregivers across the continuum of their care; to provide information, counselling and referral to help to make sense of medical, emotional, social and practical concerns engendered by the illness and its treatment.

The most exciting part of the social work role is to be able to engage with patients and families in the process of building rapport so as to maximise the effectiveness of interventions in assisting people through change and ensuring that supports are optimised. It is a privilege for us to be able to work with people at this time of their lives.

One of my interests is ongoing quality improvement across the Palliative Care Service and particularly in the Social Work Service.



Lois Lawler is a Senior Social Worker in the palliative care team.

Another privilege is to work with a great team of colleagues who are committed to delivering high quality and caring services to palliative care patients and their family caregivers. We all strive to ensure patients' quality of life is maximised and their choices respected at a very challenging time.

Activities engaging

A recent community engagement audit requested by the Gold Coast Health Board has highlighted the great work our staff are doing on the ground to engage consumers and community.

There were over 120 separate engagement activities reported across all divisions for 2013-14 with Mental Health and Integrated Care taking the prize for the most interactions.

Examples of activities include Gold Coast Health staff interacting with carer support groups, community forums, patient seminars, community displays, partnership groups and consumer surveys.

Community shares the warmth this winter

Gold Coast Health is lucky to have community members who spend countless hours preparing gifts for people in our care.

One such person is Diane Tozer who knits beanies and scarfs for people undergoing cancer treatment in our hospitals. Diane contacted Councillor Dawn Crichlow to help distribute the gifts on her behalf at GCUH.

There were plenty to go around on the day and some to add to the unfortunately growing demand in this area. Joanie Shaw NUM Haematology and Oncology unit said the patients really get a kick out of receiving these out of the blue.

“It’s great to see the smile light up our patients face when we give these gifts,” Ms Shaw said.

Ruth Koczanowski also supplied some beautiful children’s knitted garments and these were fondly accepted by Joanna Bruce NUM B3 (delivery ward). Ms Bruce said it was always welcomed and expected many new mums to be appreciative of the gifts.

“It adds a family touch to our service and hopefully helps new mums to know other people in the community care,” Ms Bruce said.



Irene Sacre with Cr Dawn Crichlow

Cancer service voted best place to work

Gold Coast Health’s partner and provider of radiation therapy services, Radiation Oncology Queensland (ROQ) has been named in the prestigious Business Review Weekly’s top 25 Great Places to Work Australia 2014 for organisations under 100 employees.

ROQ has provided access to lifesaving treatment to more than 500 Gold Coast public cancer patients since the service commenced in January.

ROQ CEO Mark Middleton said he is enormously proud of his team of Radiation Oncologists and Therapists, Medical Physicists, Nursing and Administrative staff across three sites at Toowoomba, Cairns and Gold Coast with Springfield opening soon.

“When our patients come to us they often are going through a difficult time – a happy and engaged care giving team can make a difference,” Mr Middleton said.

Executive Director of People, Systems and Performance, Damian Green said ROQ staff should be proud to work for an organisation that is recognised for its commitment to providing a better workplace.

“This is a wonderful achievement for ROQ and we commend them for providing an A-class service to cancer patients and staff,” Mr Green said.

“Gold Coast Health is proud to partner with an organisation that values their staff.”

ROQ provides a level six service which includes a combination of treatments such as chemotherapy and radiation therapy.

Advanced radiation technology treatments commenced in April with more than 150, including head and neck, patients treated.



ROQ Site Manager Catherine Di Stasi with patient Geoffrey Forrester celebrated the award.

Jupiters donate \$40k

Gold Coast University Hospital's Division of Medicine and Department of Orthopaedics are the very grateful recipients of a new portable ultrasound machine, thanks to a significant donation from Jupiters Hotel and Casino.

This vital piece of equipment enables doctors to quickly and more accurately assess and treat patients in situations where every single minute counts.

Jupiters Hotel and Casino General Manager Marketing, Simon Proctor said the Jupiters' team is thrilled to be contributing to the Foundation's wonderful work with the \$40,000 donation.

"Being able to help the organisation continue providing high quality health care for the people of the Gold Coast and visitors to our city is something we are incredibly proud of," Mr Proctor said.



Jupiters Hotel and Casino's Simon Proctor with orthopaedic surgeon Dr Ezekiel Tan and the new donated portable ultrasound machine.

Tee off for charity

The annual MBA Partnership Charity Golf Day is set to tee off for its 10th year, in support of Gold Coast Hospital Foundation and two other local charities.

The Foundation has been a beneficiary of the event for the last three years, which has raised over \$30,000 for vital health projects.

Join this four-player Ambrose event, with plenty of on-course challenges, as well as a celebratory dinner, prize presentation and live auction at the 19th hole.

Date Friday 31 October 2014

Time 11am player registration and free golf clinic

12 noon shotgun start

Location Emerald Lakes Golf Club

Register your team at www.mbapartnership.com.au/contact/golf-day

Celebrating 20 years

This year the Foundation proudly celebrates 20 years of charitable service, and at the same time, founding Board member Gary Baildon is stepping down to take up his new role as our very first Foundation Ambassador.

As Gary leaves the Board and takes up this new voluntary role, he'd like to acknowledge the 'quiet achievers' who have put so much time and energy into projects that have helped improve local health care services for people just like you and I.

"I would particularly like to thank and recognise all of our doctors and nurses, supporters, community volunteers and Foundation Board members, for their time, and in many cases provision of generous financial support," he said.

"I'd like to also make a special mention to Eda Beck, a practicing Psychologist and Foundation Board member who made a memorable contribution to local health care, and long-standing team member Beth Dermody, who spent 12 years running the Foundation at the Gold Coast Hospital."

"Thank you for the role you have played, the lives you have enriched, and most importantly, the lives you have saved."

Patient Positives

Patient 1

September 2014

I can't believe how well run and efficient this Robina Hospital is. The volunteers, staff and doctors are, and have been very friendly. Thank you very much.

Patient 2

1 September 2014

My wife has just spent the last nights in Robina Hospital in the emergency sections and I am writing to say how fantastic the service was. The staff were so caring not only to my wife but to all the patients (and there were some difficult ones). Please pass on my heartfelt thanks for a great job and keep up the good work.

Patient 3

20 August 2014

On the 18 August I presented to Gold Coast University Hospital emergency department for treatment. I congratulate and commend on the professionalism, the courtesy, professional communication and prompt efficient medical care from the triage to discharge.

Patient 4

August 2014

I have had great service over a long period after recent knee replacement surgery. My physio is wonderful, tough but rightly so. Had it not been for his treatment I would not have made the progress that I have. I had my check up with the GCUH surgical team and they were very happy not only with their own handiwork but the way I've progressed with physio.

A spiritual boost



Gold Coast Health patients and their families can now access a greater diversity of spiritual care than ever, with a major expansion of its Multifaith and Chaplaincy Department.

The growth in spiritual care means patients, staff and their families will be able to experience the presence, care and support of spiritual carers from seven different faith groups, including Bahai, Buddhist, Hindu and Islam, and nine Christian denominations.

Gold Coast Health Multifaith and Chaplaincy Department Co-ordinator Rev Terry Ayling, a Uniting Church minister, said the growth

and reshaping of the spiritual care team would increase the service's capacity to serve people's needs.

"While our spiritual care team has always sought to help anyone regardless of their beliefs, it will be wonderful to be able to connect more patients with spiritual carers of their own faith and tradition," he said.

"Our work of simply being alongside people is immensely rewarding, be it a visit to a patient's bedside, helping family members through emotional periods or being a companion to a person who finds themselves in hospital with little social support."

The new spiritual carers include Liz Lotscher, believed to be Australia's first ordained Interfaith Hospital Chaplain and whose training covers 12 of the world's religions.

Denominations and faiths represented at Gold Coast Health include:

Anglican – Jo McDiarmid | **Baha'i** – Kay Chiswell
Buddhist – Susila Scott | **Greek Orthodox** – Fr Romanos Stergios
Hindu (Hare Krishna) – Radharani Das | **Interfaith** – Liz Lotscher
Jehovah's Witness – Roger Brown | **Jewish** – Rabbi Nir Gurevitch
Lutheran – Sue Enchelmaier | **Muslim** – Imam Imram Husain
Roman Catholic – Selyn Petrovic | **Salvation Army** – Les Guy
Seventh Day Adventist – Leon Powrie | **Uniting** – Rev Terry Ayling

Sunshine for Alliyah

She's the little girl that's captured the hearts of many Gold Coasters and now she's one of the Gold Coast Suns youngest fans.

Fifteen-month-old Alliyah Broadby played happily in the new gear gifted by the Suns to celebrate her return to the Coast after spending 14 months in a Brisbane hospital for treatment of a rare lung condition.

Alliyah is now receiving care at Gold Coast University Hospital's Children's Critical Care Unit which is one of the many new services now available on the Coast.



End of the line for old hospital

It's been a year since the opening of the Gold Coast University Hospital, and work is now well underway on the demolition of the old Gold Coast Hospital expected to be completed by mid-2015.

All 20 buildings on the 3.4 hectare site will be demolished, allowing for new commercial development opportunities within the Southport Priority Development Area.

Ward 15 – the old outpatients building – was the first to go, followed closely by the old Psychiatry Cottage. Next to go is the old mental health building, one of the few buildings onsite that does not contain any asbestos.

Asbestos removal works are continuing across many of the buildings, including the main towers, readying them for demolition. Demolition of the main towers is expected to start within the next month, once all the asbestos has been cleared.

Keep up-to-date on all the demolition news by emailing majorprojectoffice@dsdip.qld.gov.au to subscribe to regular updates or visit www.dsdip.qld.gov.au/gold-coast-hospital-site for more information.

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Gold Coast Hospital and Health Service News

Published by Gold Coast Health Communication and Engagement Unit
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