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Your local health news | Dec 2016/Jan 2017



Game-changer for Gold Coast

Gold Coast Health and Knowledge Precinct a boost for the region p.2

Unprecedented growth

Gold Coast Health annual performance paints picture of growth p.8

Expertise on show

New TV documentary shines light on Gold Coast Health expertise p.3

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Cover: Paediatric staff specialist Dr Christa Bell is one of the stars of *Gold Coast Medical*, a new television documentary series filmed across Gold Coast Health last year. Read more about the show in this edition.



Board News

Message from the Chair – Ian Langdon

Gold Coast Health on show in new medical series

I was very excited to sit down with my family to watch the first episode of the 10-part documentary television series *Gold Coast Medical* on the evening of 1 November. I have since seen the second and third episode and I have to say, I am hooked!

The Gold Coast Medical documentary series, filmed

across Gold Coast Health, provides a unique opportunity for everybody to see our amazing clinicians, nurses and staff 'in action' in sometimes very difficult situations, but also rewarding ones.

I am very gratified to observe the caring attitude of Gold Coast Health staff and the compassion demonstrated when dealing with patients, families and visitors.

The television series has also demonstrated to me what remarkable excellence in medical skill our clinicians possess here at Gold Coast Health. You would have to agree, the removal of the blood clot from a patient's brain in episode two was nothing but extraordinary.

The series also displays our superb facilities, modern and spacious wards and most up-to-date equipment. The aerial shots of the Gold Coast University Hospital reminded me how large, contemporary and world class the facility is.

As Chair, I am very proud of the Gold Coast Medical series that shows off our dedicated team and I trust it will assist in building community confidence in what is truly a world class health service.

Gold Coast Medical airs on Channel 7. Check your program listing for updated details.

Economic powerhouse of health and innovation

The 200-hectare Gold Coast Health and Knowledge Precinct (GCHKP) is set to evolve as a powerhouse for the Gold Coast, generating a gross estimate of \$2.9 billion for the city's economy and creating some 12,500 new jobs of the future.

Fully developed, the unique hub of health and innovation, of which Gold Coast Health is a key partner, will employ over 26,000 people — equating to 11 percent of current Gold Coast jobs, according to an independent Ernst & Young report.

The exciting precinct's gross value will represent ten percent of the city's economy upon completion.

Already supported by over \$5 billion in transport, health and education infrastructure and employing almost 10,000 people, the Ernst & Young report has identified the GCHKP as a game-changer for the Gold Coast economy.

The GCHKP is home to the Gold Coast University Hospital, Griffith University's Gold Coast campus with 18,000 students, the new Gold Coast Private Hospital and the Gold Coast 2018 Commonwealth Games Athletes Village, currently under construction, and two light rail stations.

Nine hectares of land surrounding the games village have been set aside for commercial development in health and innovation as the village transforms post-games, into a mixed-used community for residents to live, work and learn.



Artist's impression of the Gold Coast Health and Knowledge Precinct.

GCHKP Project Office Director Di Dixon said the precinct would link researchers, clinicians and industry to create innovation in health and advanced manufacturing.

"Through creating high-value, high tech jobs — some in fields that don't even exist yet — the precinct will boost the city's labour productivity by 1.8 percent in a significant shift away from low-earning employment," she said.

Gold Coast Health Chief Executive Ron Calvert said the precinct would not only deliver new job and commercial opportunities but advance healthcare outcomes.

"It's that synergy between health professional, academics and industrial researchers that's going to create world-class healthcare for us," Mr Calvert said.

To find out more about the Gold Coast Health and Knowledge Precinct, visit healthknowledgeprecinct.com.au.

Gold Coast Medical shines a light on expertise

Gold Coast Health's dedicated and compassionate employees are featured in a new television documentary.

The 10-part Gold Coast Medical series was filmed across Gold Coast Health last year, capturing some of the challenges and triumphs of the Gold Coast's most expert medical teams.

Gold Coast Health Chief Executive Ron Calvert said feedback about the show had been overwhelmingly positive with the premiere topping the ratings for its timeslot.

"The rest of Australia and ultimately many other parts of the world will also be enjoying the window into our world, showing our diverse health service at its best and our staff demonstrating values of compassion, integrity, respect and excellence," said Mr Calvert.



"What makes this the more remarkable, is that what we are seeing on the show — looking after our patients, the skill and genuine concern of our doctors, nurses and support staff — is business as usual for us."

Tune in to see more of the dedicated Gold Coast Health staff in action on *Gold Coast Medical*, on Channel 7. Check your program listing for updated details.

Stay up to date with *Gold Coast Medical* and other Gold Coast Health news via our Facebook and Twitter pages.

New scanner improves patient care at Robina

A new \$1 million CT scanner at Robina Hospital is improving patient care by halving scan times and radiation exposure.

Replacing its 10-year-old predecessor, the new scanner brings improved capabilities including additional software that reconstructs images impacted by metal implants or prosthetics.

Radiology Medical Director Dr John Richards said Robina Hospital scanned 40-50 patients per day and would now be able to provide a wider scope of CT services, including brain perfusion and cardiac angiography.

"The new technology means patients are exposed to about 40 percent less radiation than the old machine. For a patient with a pulmonary artery blood clot, the scan time drops from 15 seconds to 1.5 seconds," Dr Richards said.

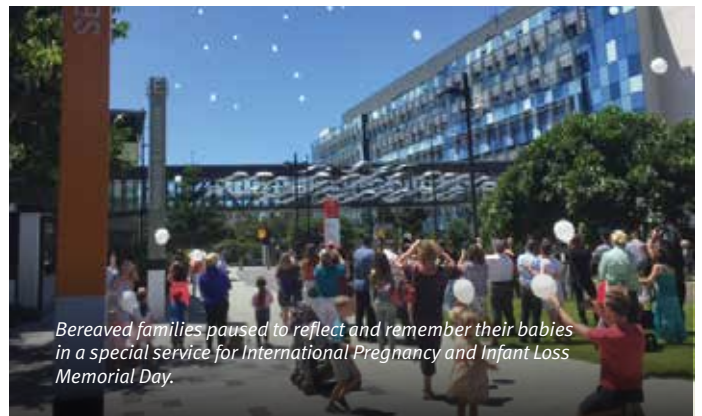
"Faster examination time means less discomfort for the patient and better images, as the patient is less likely to move.

"The scanner also provides better diagnosis for conditions such as kidney stones so we can determine whether simple or invasive treatment for patients is required."



Angie Hunt, left, and Natalia Diaz with the new scanner.

Touching event marks memorial for babies



Bereaved families paused to reflect and remember their babies in a special service for International Pregnancy and Infant Loss Memorial Day.

About 100 staff, bereaved families and friends attended the second annual International Pregnancy and Infant Loss Memorial Day at Gold Coast University Hospital.

The event was organised by Perinatal Loss Service midwives Jo Everingham and Glenda Hondroudakis.

The service was officiated by Chaplain Stella Chalk, supporting families seeking time to reflect and remember their babies lost too soon. A touching highlight was when a bereaved family read out a poem.

Other activities included spiritual readings, lighting of candles and balloon release ceremony. The balloons carried personal family messages for their babies.

Clinical Midwifery Consultant Tionie Newth said she was proud to be part of a great service and work with dedicated midwives that went over and above to provide an opportunity to reflect on these little lives.

Telehealth a better outcome for patients

Trauma patients living south of the Gold Coast can now receive rehabilitation closer to home thanks to a new telehealth program introduced at Gold Coast Health.

Through the Tele-Recover program, Gold Coast University Hospital trauma patients will transfer to local Rehabilitation Units at Ballina and Murwillumbah or return to their own homes sooner, without the need to travel for specialist reviews.

Tele-Recover Principal Project Officer Jessica Dawber said the project allowed for interstate videoconferencing of clinical handovers, case conference, family meetings and specialist services for the continuing care of patients.

“In one complex trauma patient, a multidisciplinary team including doctors, nurses, physiotherapist, occupational therapist, speech pathologist and social worker completed a clinical handover to the patients’ receiving team in Ballina,” she said.

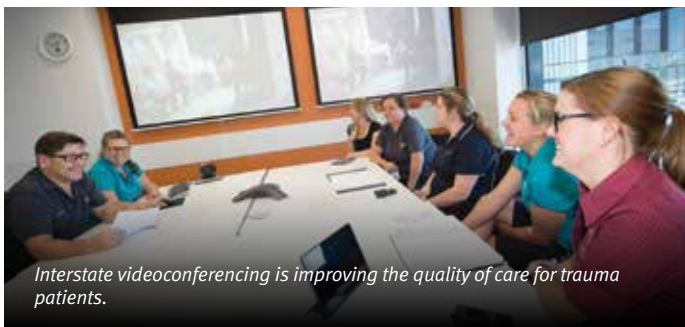
“An attending clinician from Ballina said later, what normally would have taken five days to collect all information had been obtained during the telehealth handover immediately.”

As a designated major trauma centre, GCUH receives patients from north of Coffs Harbour to the Queensland/NSW border, and the Gold Coast region.

“Since our project started 12 months ago, we’ve worked closely with the Northern New South Wales Local Health District and stakeholders to establish Tele-Recover so patients can rehabilitate closer to their homes,” Jessica said.

Patients are sometimes involved in the telehealth case conference so they are better-informed and prepared for the transition.

Jessica said the project was delivering many patient and family benefits, including reduced travel of sometimes up to 300 kilometres for specialist treatment now obtained closer to home, and less patient discomfort often experienced during travel.



Interstate videoconferencing is improving the quality of care for trauma patients.

New ECT Suite delivers improved patient care



In the ECT Suite, from left, Dr Shanthi Sarma, Clinical Nurse Consultant Denise Endres-North and anaesthetist Dr Tim Rose.

A recently opened Electroconvulsive Therapy and Neurostimulation Suite improves the care of mental health consumers by providing an environment that meets their specific needs.

“We are now able to offer this crucial and, at times life-saving treatment in a more supportive and personalised environment,” said ECT Director Dr Shanthi Sarma.

The suite recently delivered its 100th treatment.

The ECT staff strive to develop greater understanding and rapport with consumers, and Peer Support worker Titta Gigante is closely involved in supporting consumers during their treatment and recovery.

The service provides cutting edge, evidence-based treatment options and the most sophisticated monitoring of cognition and illness progression in Queensland.

“Our ECT service has joined an international collaborative to ensure we are meeting internationally-recognised benchmarks with our intervention,” Dr Sarma said.

“Although it is still early days, we are measuring significant improvements in patient quality of life and decreased suicidality following treatment.”

ECT is a safe, highly effective and evidence-based procedure for the treatment of severe psychiatric disorders.

Patient positives

Patient One – Khoi

The emergency doctor at Robina Hospital was very positive and helpful in treating my wife. It was quite obvious that it was busy but despite this she was very enthusiastic, friendly and efficient with all her patients. Her positive attitude generated such a positive response from all her patients. I myself work in a hospital in Melbourne and this kind of professionalism and attitude is rare and refreshing.

Patient Two – Lucy

We would like to say an incredible thank you to you for all the amazing care you gave myself and our baby boy. Thank you to the midwives and doctors of the antenatal clinic, birth suite and special care nursery for delivering our beautiful boy or assisting us through the process. We have a happy and healthy baby who was given the best start in life thanks to you all.

Positive response to PARTY program

A Gold Coast Health program exposing young people to the harsh realities of risky behaviour has received a tick of approval

Despite the confronting message in the Prevent Alcohol and Risk-Related Trauma in Youth (PARTY) Program, there has been overwhelming positive feedback and support.

In its second year at Gold Coast University Hospital, PARTY has become so popular that there is a waiting list for Gold Coast secondary schools.

More than 600 students have been exposed to the tragic results of risky behaviour through PARTY in 2015 and 2016.

Gold Coast Health PARTY coordinator Matt Scott said the program aimed to influence a change in young people's risk-taking behaviour, and thus reduce the incidence of death, disability and injuries.

"Part of the interactive presentation is based around a confronting fictional incident when a young teenage male involved in a high speed car accident is rushed to the hospital by emergency crews with massive injuries," Matt said.

"Students perform resuscitation on a medical mannequin, and have to decide when to stop before breaking the news to a senior staff member playing the role of the victim's mother. They watch the mannequin being placed in a body bag."

The students meet medical, nursing and allied health staff dealing with day to day trauma, patients whose lives have been shattered and listen to relatives who have lost children and siblings.



Students from Pacific Pines State High School participate in the interactive program which highlights the tragic results of risky behaviour.

"We highlight the fatal five causes of accidents including distracted driving and the use of mobiles and texting; driving under the influence of alcohol and drugs, driving at speed, without a seatbelt and when fatigued.

"Students respond in varying ways, but usually there are tears," he said.

"Students find the program very confronting but always leave feeling they'll make positive changes to their risk taking behaviour in the future."

Funding from the Department of Transport and Main Roads and the RACQ is used to run the program at seven sites in Queensland.

For school enquiries and bookings, email party@health.qld.gov.au

Theatre nurses scrub up for national spotlight

They are the steady hands and calming voices you hear as you drift under anaesthetic before an operation and afterwards when you wake up in recovery.

But did you know a perioperative nurse is alongside each patient for the duration of each emergency and elective surgical operation?

Gold Coast Health has about 280 perioperative nurses working in its operating theatres at Gold Coast University Hospital (GCUH) and Robina Hospital.

Nurses are an integral part of the perioperative team responsible for elective and emergency surgeries.

Pam Brandis has been in the role for 20 years, moving through the three areas of theatre nursing – anaesthetic (pre-surgery), scrub scout (during surgery) and recovery (post surgery).

"The technology is absolutely amazing. It improves so fast, I can come back from two months off and there are new machines, new drills or new air compressors," Pam says.

"We are the patient's advocate while they're asleep. That's to do with considering their outcome in all aspects because they're unconscious. They're totally reliant on us."

Amy Pech is on the anaesthetic nursing team and says teamwork plays an important role between perioperative nurses who liaise



Amy Peach and Pam Brandis are part of the vital perioperative teams at GCUH and Robina Hospital.

with each other throughout the patient surgical journey from admission and procedure to recovery and discharge.

Being alongside a patient prior to surgery has some challenges.

"A lot of patients have anxiety. I always find asking a patient a few personal questions bring the anxiety down – they're thinking about something different. It's a distraction technique," Amy says.

As GCUH reaches full trauma centre status the number of emergency surgeries is increasing which also increases the complexities facing medical and nursing staff.

Surgical specialties supported at GCUH include cardiac, neuro, orthopaedics, urology, general, colorectal, vascular, paediatric, ENT, facia maxillary, gynaecology, obstetric, thoracic and interventional radiology.



ArtBeat, held by Gold Coast Health's Mental Health Recovery Service, gives people living with a mental illness an opportunity to express their creative talents through music and art.

ArtBeat brings people together for Mental Health Week

A community event at Gold Coast Health is providing a platform for people living with mental illness to celebrate their creative strengths.

ArtBeat is a music and arts festival organised annually by Gold Coast Health's Mental Health Recovery Service to mark Mental Health Week.

More than 60 paintings, sculptures and drawings were on display in the main foyers of Gold Coast University Hospital (GCUH) and Robina Hospital and a music festival in the parklands behind GCUH featured performances from about 20 mental health consumers and staff.

Creative Artisan Helen Mason and Music Therapist Madeline Bridgland said empowering people living with a mental illness to use their artistic skills could be a vital step in recovery.

"Creativity is such a great therapeutic outlet," Helen said.

Madeline said performers ranged from solo acts to bands of various genres such as rock, jazz, indie and pop music.

"For some this will be their first time performing in public, while others have joined us in previous ArtBeat events," she said.

"Music is a tool that anyone can use to maintain mental health and for many of the performers, music therapy has played an important role in facilitating their recovery.

ArtBeat is now a major event on the mental health team's calendar. It provides a valuable opportunity for everyone to socialise, listen to music and see artworks and join in the name of raising awareness and reducing stigma.

Gold Coast Health joined with non-government partners including the Mental Illness Fellowship Queensland, Headspace, Gold Bridge, Active & Healthy Lifestyles and Ozcare, to provide a wide range of information and support at the ArtBeat music festival.

In 2015-16 Gold Coast Health delivered 144,415 occasions of service (examinations, consultations, treatments) through its mental health outpatient clinics, community-based services and outreach services. Mental health inpatient services at GCUH and Robina Hospital provided more than 47,800 bed days during 2015-16.

The health service has a 24-hour specialist mental health care phone number – 1300 64 2255.



InFocus with Tracey Black, Clinical Nurse Consultant, Quality Improve Lead, Nutrition

What is your background?

I am new to Gold Coast Health but have worked in multiple health facilities. I am passionate about Quality and Safety Improvement and have enjoyed working in a variety of quality roles for more than six years. I established my own business in 2013 and worked as Health Service Quality Management System (QMS)/Food Safety Auditor and QMS consultant, but grew weary of the endless travel.

What are your aspirations for this role?

To enhance and support the nutritional needs of all patients and carers in all clinical areas and a positive change agent who supports an inter-disciplinary approach to the review of structures, systems and processes in order to determine opportunities to enhance nutritional care of all patients and their careers.

How important is this position for patient care?

Malnutrition is a debilitating and highly prevalent condition in the acute hospital setting, with Australian and international studies reporting rates of approximately 40 per cent. Malnutrition is associated with many adverse outcomes including depression of the immune system, impaired wound healing, muscle wasting, longer lengths of hospital stay, higher treatment costs and increased mortality.

This position will enhance Nutritional Management Systems for patients, by the recognition of the patient at risk of malnutrition and trigger early intervention for patients who are malnourished within a multidisciplinary approach. Interventions to improve the nutritional management of patients will be supported by research and best practice evidence.

Woolworths Appeal raises \$156,292 for sick kids

Babies and children at Gold Coast University Hospital will benefit from the amazing results of the 2016 Woolworths Wall Token appeal.

Customers at local Gold Coast Woolworths' stores bought and adorned the supermarkets' walls with thousands of handwritten tokens from people keen to support children like Holly who featured in the campaign. Holly was born with a serious heart condition and spent her first five months of life in hospital.

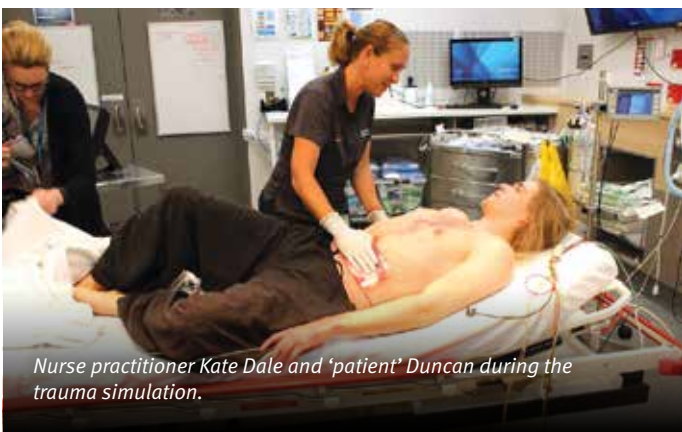
The substantial \$156,292 raised and donated to Gold Coast Hospital Foundation will provide new equipment and improve the facilities in many children's units such as the emergency ward, neonatal intensive care, paediatric inpatients and perinatal loss area.

Woolworths' management and staff recently toured the hospital with the Foundation to see first-hand the impact of their efforts.

The Foundation is very grateful to everyone in the community who supported the appeal, and for Woolworths and the Children's Hospital Foundation coordinating this wonderful initiative.



Emergency departments ready for action



Nurse practitioner Kate Dale and 'patient' Duncan during the trauma simulation.

The Gold Coast University Hospital Emergency Department recently treated a patient with a gunshot wound. However, unlike the many trauma cases receiving lifesaving treatment every day at Gold Coast University Hospital and Robina Hospital, this was a 'virtual' case acted out for staff training.

All the likely symptoms that would happen in real life were simulated by an actor for staff to respond to, utilising new equipment donated to the emergency department by the Gold Coast Hospital Foundation, called iSimulate. Valued at \$7700, iSimulate helps staff to further their knowledge and response techniques in trauma situations, and increases their preparedness for a wide variety of scenarios.

"A core priority of the Foundation is to raise funds for increasing the medical knowledge and specialist skills of our brilliant doctors and nurses here on the Gold Coast. Ultimately, this better patient outcomes, and lessens distress for patients and their families," said Kim Sutton, Foundation CEO.

Purchase of this equipment was possible thanks to a generous donation from Southport Sharks staff and their members.



Clinical nurses Kelly Anne Ince, Sharon Morgan, Virginia Moore and Catherine Walker.

The Gold Coast Hospital Foundation elves have been busy decorating beautiful Christmas trees in the foyers of Gold Coast University Hospital and Robina Hospital.

For a gold coin donation, hospital visitors are invited to add a message of goodwill to the tree for children and adults who will spend time in hospital this Christmas.

Donations to the Gold Coast Hospital Foundation help provide specialised equipment and care for hospital patients and families suffering distress and hardship from illness and injury.

Donate today: Tel. (07) 5594 6986
www.gchfoundation.org.au



GOLD COAST
 HOSPITAL
 FOUNDATION

Unprecedented growth in health services



Gold Coast Health's 2015-16 annual report paints a picture of enormous outpatient growth, unprecedented activity in its emergency departments and waiting times slashed.

The annual report documents an annual operating budget of almost \$1.29 billion and massive growth in patients and services since the opening of Gold Coast University Hospital (GCUH) in September 2013.

Gold Coast Health Board Chairman Mr Ian Langdon said the year's highlights included a balanced budget, excluding property value gains, and better results in key performance areas such as emergency treatment times and elective surgery long waiting lists.

"Our health service made tremendous progress with outpatient activity increasing from 530,000 in 2013-14 to 835,000 in the past financial year," said Ian.

The increase in demand is also reflected in emergency department attendances, which have grown from 125,744 patients three years ago to 161,385 in 2015-16, with the GCUH emergency department the busiest in Queensland.

"There have been great outcomes for our emergency departments at both Robina Hospital and GCUH, with 79 percent of patients seen within four hours of their ED arrival," Ian said.

"With such huge service and patient growth, I am proud of our amazing staff. They are innovative, provide excellent clinical outcomes and most importantly, care for their patients."

The 2015/16 annual report and year in review publications can be downloaded from the Gold Coast Health web site.

Technology shines at GCUH open house

A close-up view of the technology that drives Gold Coast University Hospital was a highlight of Gold Coast Open House. Pharmacy, Medical Imaging, Pathology and Food Services opened their doors for guided tours.

Amanda Noonan, Gold Coast Health's Senior Director Communication and Engagement, said visitors were given a rare behind-the-scenes experience.

"We had enthusiastic visitors keen to see the inner workings of our hospital and some of the innovations and cutting-edge technology which help us deliver efficient and quality health care," Amanda said.

The Medical Imaging tour focused on a walk-through of several examination rooms and behind-the-scenes control rooms including CT scanner room, general x-ray room and mammography room.

The popular Pathology tour covered all three levels of the laboratory with visitors taken through the processing steps of a typical surgical specimen. Technology on show included large automated analysers capable of processing 500 tests per hour and a blood gas analyser capable of giving about 15 different results within 60 seconds.

Visitors to Pharmacy were able to view the pharmacy dispensary, pharmacy robotics technology and aseptic manufacturing facilities, all of which dispense an average 20,000 items per month.

In Food Services, tour participants viewed the busy basement kitchen where more than 1600 patient meals are produced each day with the help of hi-tech mobile heating and cooling systems.

Gold Coast Open House is part of a world-wide series of Open House events which began in London in 1992. The concept has spread to more than 30 cities around the world, including Adelaide, Melbourne and Perth and countries including Spain, USA, Finland, Italy and Greece.



Gold Coast University Hospital opened its doors for Gold Coast Open House.

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