



Annual Report 2013–2014

Gold Coast Hospital and Health Service Annual Report

Welcome to the 2013-14 annual report on the Gold Coast Hospital and Health Service. This report has been prepared to meet annual reporting requirements to the Minister for Health, government, the community and other stakeholders

The annual report provides an overview of our non-financial performance and financial position for the 2013-14 reporting year. This includes details of outcomes against its 2013 strategic priorities and the Queensland Government's health priorities detailed in *Getting Queensland Back on Track: Statement of Objectives for the Community* and the *Blueprint for better healthcare in Queensland*. The report also provides information on how we are governed, the people who enable us to operate and our plans for building a healthier Gold Coast community.

Public availability statement

An electronic copy of this publication and other annual online data reporting documents are available at <http://www.health.qld.gov.au/goldcoasthealth/about.asp>

For further information, or to request a hard copy of this publication, please contact the Governance Unit, Gold Coast Hospital and Health Service, by phone 1300 74 4284 or email ExecOfficeReception@health.qld.gov.au



Interpreter Service statement

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Letter of Compliance

1 October 2014

The Honourable Lawrence Springborg MP
Minister for Health
Member for Southern Downs
Level 19, 147-163 Charlotte Street
Brisbane QLD 4000

Dear Minister

I am pleased to present the 2013-14 Annual Report for the Gold Coast Hospital and Health Service.

I certify that this Annual Report complies with:

- the prescribed requirements of the *Financial Accountability Act 2009* and the *Financial and Performance Management Standard 2009*; and
- the detailed requirements set out in the Annual report requirements for Queensland Government agencies.

A checklist outlining the annual reporting requirements is included in this report.

Yours sincerely



Mr Ian Langdon
Chair of Board
Gold Coast Hospital and Health Service

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Message from the Chair

Board Chair Ian Langdon



Hospital and Health Service boards were introduced to better direct health resources in each local community. Our Board members have been appointed to represent community needs and it is an honour to have such responsibility.

Since the Board was created the operating budget has grown from \$770 million to over \$1 billion for the first time this financial year. The increased funding for frontline services is due in part to a reduction in operating costs in the Department's corporate office and greater local decision making and autonomy.

Gold Coast Health recorded a \$13.5 million deficiency for the 2013-14 financial year with this result impacted by a \$14.2 net revaluation decrement of land and buildings recognised as an expense in the statement of comprehensive income. The financial result for the year less this non cash devaluation expense was a \$700,000 surplus which was slightly ahead of the break-even budget plan.

The Board values the many health services delivered across the community. Over 1000 staff work outside the two major hospitals and we commit \$160 million annually to deliver services such as oral health, nutrition, aged care, child and family services, and mental health programs.

While a major highlight for the year has been our move into Gold Coast University Hospital I want to extend a special thank you to our partners in emergency services, the media and the wider community for helping to achieve a successful outcome.

Community members have benefited from reduced waiting times in outpatient clinics this year. In another patient safety improvement, an independent review into our new medical assessment unit confirmed it improved patient safety and reduced waiting times for many medical patients.

Gold Coast Health is pursuing partnership opportunities to enhance services. The arrangement with Radiation Oncology Queensland this year saw radiation therapy provided at no cost to public patients for the first time on the Gold Coast.

Our research capability has been enhanced with the creation of a Research Council and a Director of Research position. Education and training is closely linked to patient safety and research and Robina Hospital's accreditation for clinical learning and a Pocket Simulation Centre is another notable achievement this year.

I thank Ron Calvert for his commitment to developing a robust structure with stronger governance and accountability. Also key to achieving planned strategic outcomes has been the strengthening of clinical engagement and engagement with our university partners through joint professorial appointments. These measures are key to achieving our strategic objectives.

A special thanks to fellow Board members including Colette McCool for overseeing and driving the quality, safety and engagement agenda, Allan Cripps for his oversight of research and education, Ken Brown for his experience and input in finance and audit, Andrew Weissenberger for his involvement and assistance in the area of integrated care, Pauline Ross for her clinical knowledge across the broad spectrum of our business, and a welcome to our newest Board member Dr Cherrell Hirst who has already displayed commitment and an enthusiasm that will further strengthen the team.

Gold Coast Health became a prescribed employer on July 1 2014 which means that the Board now assumes responsibility for the employment of all staff. Our employees truly are the most important element on the path to building a first class health service for the local community. I look forward to reporting continued positive outcomes based on local decisions this time next year.

Message from the Chief Executive

Chief Executive Ron Calvert



I am very proud of what our organisation has achieved in the last twelve months. This has been a momentous year for us, a period of change unlike any I've encountered in my career; and to find ourselves in the position of strength we do now is a tribute to the commitment and dedication of our staff. There is plenty left still to do – reducing the proportion of temporary and agency staffing is high on our agenda now, for instance – but much has already been achieved.

Without doubt, the highlight of the past year was the biggest hospital relocation ever undertaken in Australia. Across two incredible days last year, 219 patients were moved from the old Southport hospital to what has become the jewel in Gold Coast Health's crown – the world-class \$1.76 billion tertiary centre that is Gold Coast University Hospital. The opening of Gold Coast University Hospital represented years of planning by clinicians, consultants, architects, engineers and countless specialist and support staff, all of whom have played a key role in delivering the people of this city with a hospital they can truly be proud of.

I would be remiss not to acknowledge the man who headed that team. Executive Director Strategy and Service Planning Mike Allsopp provided outstanding project leadership during the creation of Gold Coast University Hospital, culminating in a move that is a fitting highlight of a fine career. During the past year, the managing contractor and greater Project Team have continually received industry accolades and national honours for their efforts, the most recent of which saw Gold Coast University Hospital receive the top prize at the Australian Institute of Building Professional Excellence in Building Awards. The facility now sits alongside the impressive Robina Hospital and Robina Health Precinct developments, which are fundamental to Gold Coast Health's transition to becoming a world-class health provider.

Of course world-class facilities are only one step on the journey to delivering world-class health services. Providing outstanding clinical care is equally important and there have been many examples during the past year of Gold Coast Health delivering the services our community deserves. New services highlighted in this report include radiation oncology, nuclear medicine, children's critical care, and cardiac surgery. In addition, professorial posts in Infectious Diseases, Medicine, Orthopaedic Surgery and Care of the Elderly and Emergency Care and Acute and Complex Surgery have further enhanced service development.

To offer world-class care, the basics also have to be right. A major overhaul of Clinical Governance has given better visibility to crucial safety and quality indicators in our service, while many staff have worked incredibly hard to deliver significant improvements in areas that will make a difference to patients, including endoscopy, outpatients and oral health. These efforts were recognised in our Accreditation results, which incorporated no less than 14 references to outstanding standards.

Successful accreditation doesn't mean nothing can go wrong and one area that required further evaluation was reporting of plain film X-rays. Issues were identified and we took a transparent approach by publicly announcing our concerns and plans to improve the process. The only way to reach the levels of service to which we aspire is to be transparent and our approach to this issue underlined our commitment to being a learning organisation.

There is a new sense of purpose and optimism in the air at Gold Coast Health. Despite the huge demand for our services that sometimes places great strain on individuals and teams, our staff continue to rise to the challenge and deliver an unrivalled level of care and service. For that, I thank them and look forward to working alongside them to bring our vision for Gold Coast Health to fruition.

