



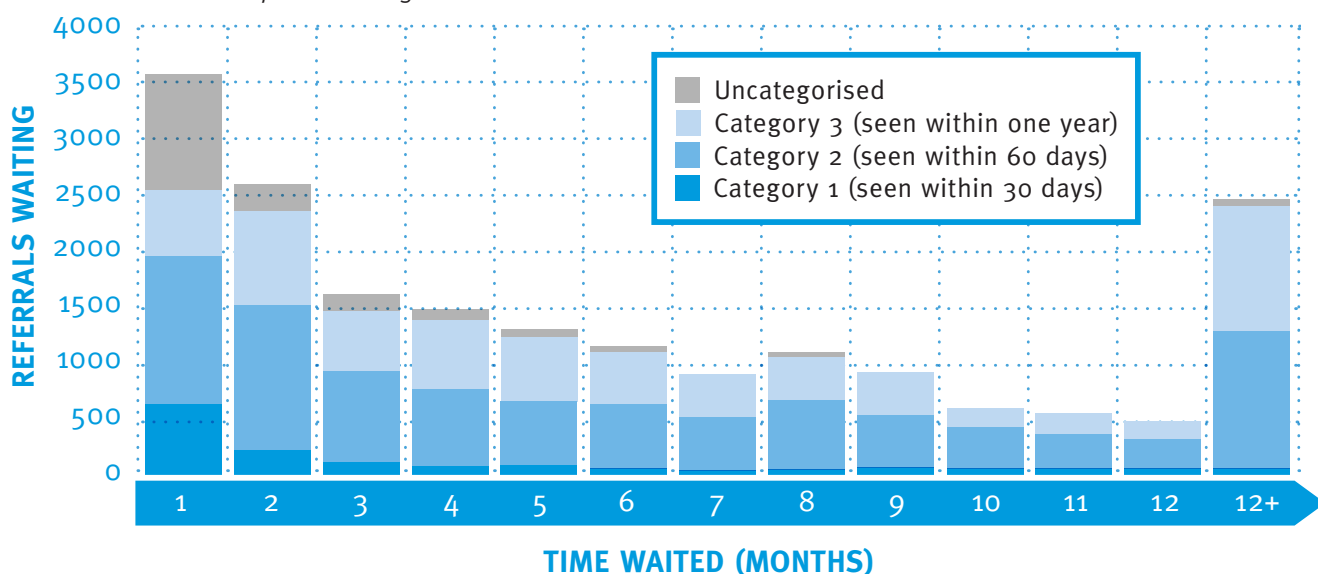
Our services

Gold Coast Health is committed to providing safe and accessible services across its acute and community settings. This year's focus on reducing waiting times for surgery and outpatients along with our first accreditation process under the new National standards were highlights.

There is a broad range of specialist outpatient clinics and services provided in the community.

Providing safe, quality health services

Chart 6: Outpatient waiting times



Reducing waiting lists

In 2013, Gold Coast Health invested some of its retained savings from the previous financial year into programs that would reduce outpatient wait times. The number of patients waiting longer than 12 months for an outpatient appointment reduced from 9,200 in December 2013 down to 2,471 in June 2014, a reduction of 73 per cent.

For patients waiting too long for a colonoscopy, this improvement could mean the difference between being diagnosed with bowel cancer in its early stages, or finding out too late that they have cancer.

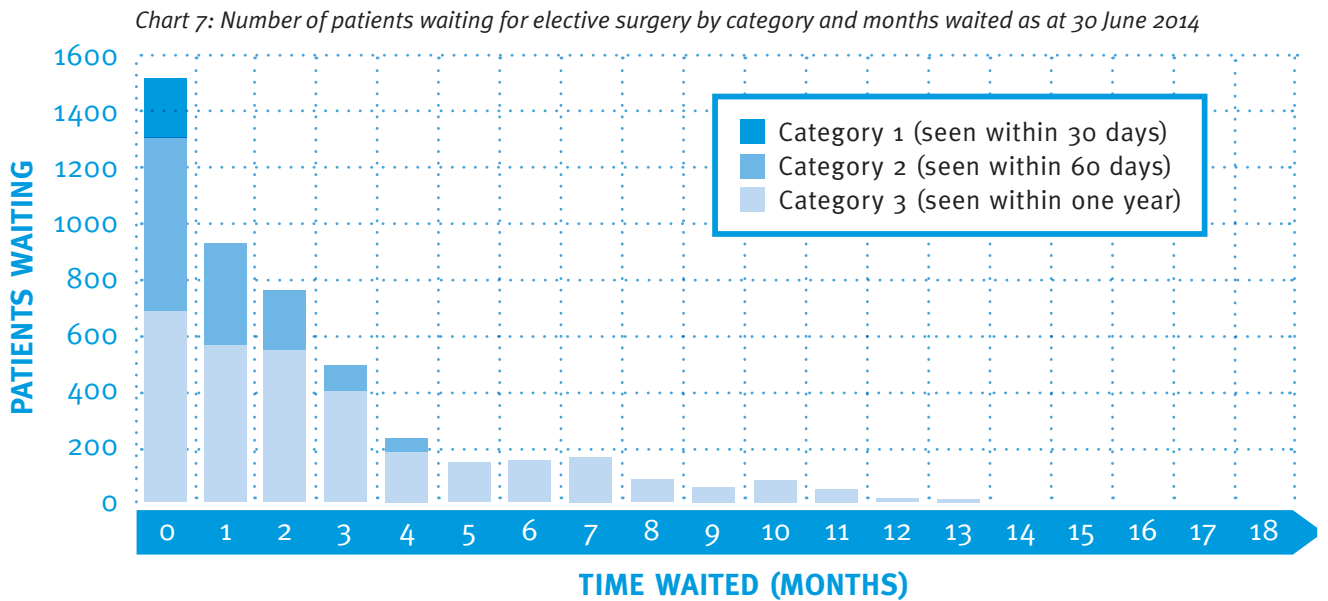
Gold Coast Health has invested \$3 million to reduce the number of patients waiting for an urgent endoscopy. Now 97 per cent of urgent endoscopy patients who are ready for treatment are booked or can opt-in for an appointment for treatment within the next two months.

Clinical leads and staff have been able to deliver these positive results through a mix of strategies including a more flexible 'opt-in' booking system, guidelines to help General Practitioners refer to the right specialist, partnering with the private sector, more doctors and nurses, new assessment clinics to decide the best treatment and pathways for each patient, and more out of hours clinics.

Long waits for dental patients have been all but eliminated with the number of patients waiting two or more years for a dental appointment reducing from 4,407 to zero over a 12 month period.

Gold Coast Health received 126,077 outpatient referrals in 2013-14, an increase of 22.7 per cent from the previous year. Outpatient appointment, elective surgery and oral health waiting times are published on our website monthly for the benefit of patients and the community.





Reducing surgery waiting times

To enhance our capacity to ensure that patients are treated within clinically recommended timeframes, we have made safe and sustainable changes to our information systems and planning to enable increased productivity from our operating theatres and other facilities. The commitment and engagement of our clinical staff during this time has been critical to the success of each program, as we introduced changes to patient and operating theatre booking practices.

In 2013-14 Gold Coast Health performed 13,452 elective surgical procedures, an increase of 6 per cent on the previous year. The modest growth is attributed to the ramp down of activity in the lead up to the move to Gold Coast University Hospital from the Gold Coast Hospital at Southport.

Chart 7 shows the months waited for elective surgery by category as at 30 June 2014.

The GCUH endoscopy team has worked to significantly reduce patient waiting times

Chart 8: Performance against the National Emergency Access Target (NEAT) – Gold Coast Hospital / Gold Coast University Hospital

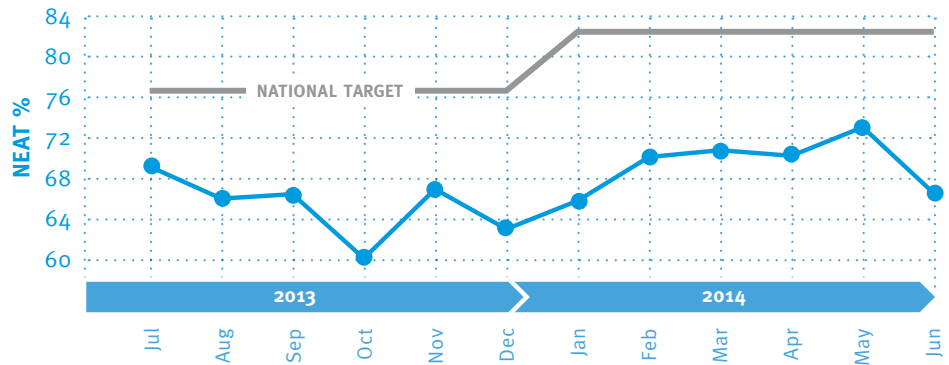
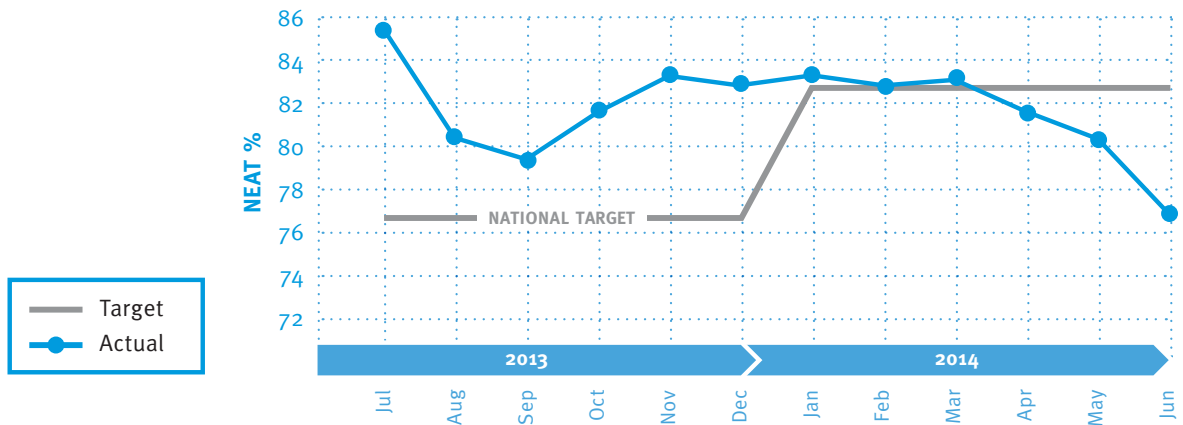


Chart 9: Performance against the National Emergency Access Target (NEAT) – Robina Hospital



Access to our emergency departments

In 2013-14 the Gold Coast Health emergency departments attended to over 142,000 patients comprising over 83 thousand at Gold Coast Hospital and Gold Coast University Hospital and almost 60 thousand at Robina Hospital. This is a significant increase on the 125,700 presentations in 2012-13. The increase in demand has been sustained at the new Gold Coast University Hospital since it opened and the challenge of managing the volume is reflected in the NEAT outcomes between the hospitals. The number of patients presenting for care increased from around six thousand per month to around seven thousand per month.

Our emergency departments are measured against the National Emergency Access Target (NEAT). It is a percentage measure of patients being treated within four hours of arrival. The target has moved from 77 per cent in 2013 to a new target of 83 per cent. This year an independent external review confirmed that the creation of a Medical Assessment Unit model at both hospitals had improved patient care. It had also improved access to emergency services and continues to be a key element to maintaining and improving access targets.

Providing safe, quality care

The Australian Council of Healthcare Standards surveyed Gold Coast Health against the National Safety and Quality Health Service Standards (NSQHS) in March 2014. The standard of quality and safe care was deemed to meet or exceed all mandatory standards, and in addition, Gold Coast Health was awarded a superior standard of Met with Merits in 14 criteria. Areas that received the highest Met with Merit rating include:

- Partnering with consumers and diverse communities
- Clinical handover
- Strong volunteer program
- Board commitment to implementing strategies to achieve safe, quality care
- Waste management practices
- New model of service delivery for patient meals integrating food services and dietetics
- Vision for the future including strategies, a Centre for Innovation and a research agenda

Chart 10: Staff Hand Hygiene Compliance – all sites

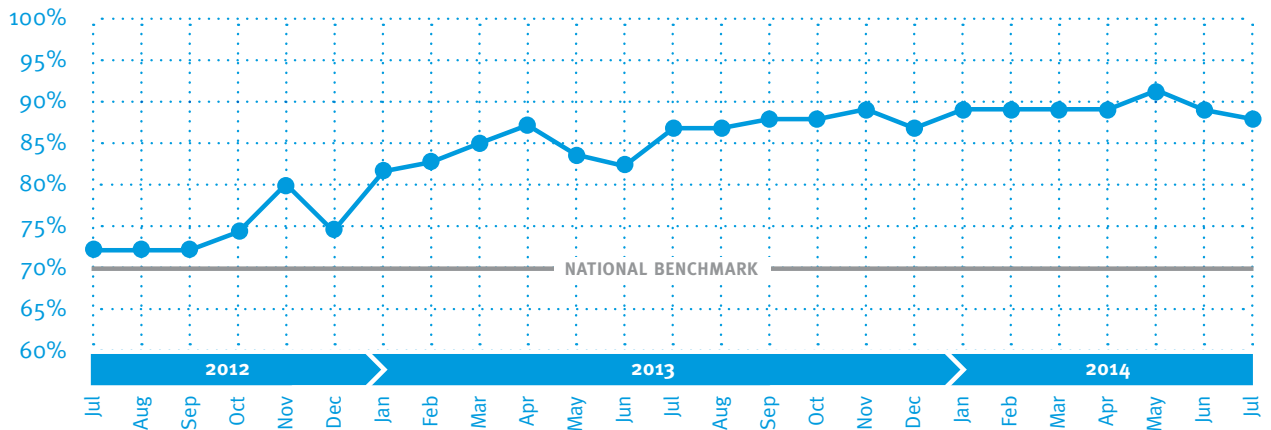


Chart 11: Proportion of admitted patients acquiring Vancomycin Resistant Enterococcus (VRE)

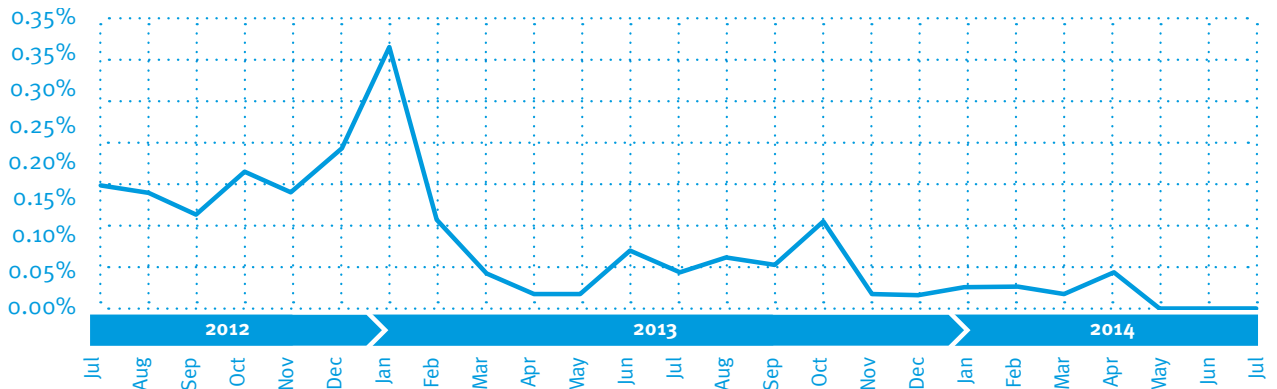
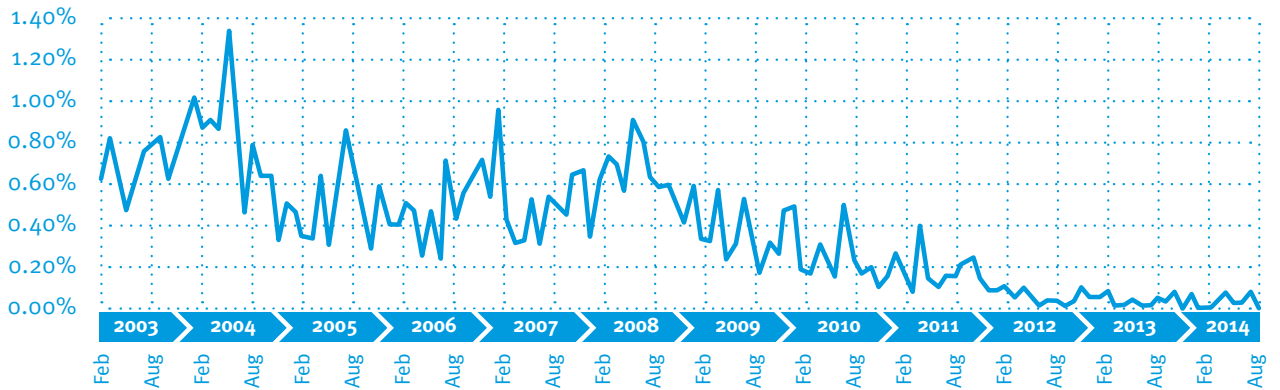


Chart 12: Proportion of admitted patients acquiring Methicillin-resistant Staphylococcus aureus (MSRA)



- Organ and tissue donation program
- Infection control and antibiotic management.

A shining example of our commitment to patient safety is our consistent performance in the area of hand hygiene. Good hand hygiene is linked to reduced hospital acquired infection. Compliance with hand hygiene practice is monitored in all clinical areas by auditors using the World Health Organisation standard “Five Moments of Hand Hygiene”. The national benchmark minimum compliance standard is 70 per cent. Gold Coast Health consistently achieves compliance levels of close to 90 per cent.

Recently collected data indicate that antibiotic-resistant bacteria are no longer being transmitted within our hospitals. Two of the most common hospital-acquired antibiotic-resistant bacteria seen outside the Gold Coast are Methicillin-resistant Staphylococcus aureus (MSRA) and Vancomycin Resistant Enterococcus (VRE). Chart 11 and Chart 12 suggest that these organisms have been eradicated from our hospitals. We believe that this outstanding outcome is the result of strict observance of hand hygiene practice, rational use of antibiotics and the high proportion of single rooms in our hospitals.

Mental health

The Mental Health and Integrated Care division has delivered consistent performance in 2013-14 to achieve the a strong result against the state-wide service models and performance indicators designed to measure and support a consistent approach to service delivery across mental health services.

Performance against the key measure of the rate of community follow up within seven days has consistently improved since 2012. This measure requires that 60 per cent or more of consumers discharged from an acute mental health inpatient unit are seen within seven days. The Division achieved an annual result of 67.8 per cent at 30 June 2014, up from 62.5 per cent in 2012-13.

Improving access for our multicultural community

Gold Coast Health has developed strategies to assist the 25 per cent of our population that come from Culturally and Linguistically Diverse (CALD) backgrounds and need assistance navigating the health system.

A Multicultural Framework was developed in 2013 to identify the gap in patient communication and aims to improve CALD access to community health services. Gold Coast Health has launched a series of health information sessions designed for CALD consumers providing general health information including details on how to access services, patient rights to information and privacy as well as a summary of new services available on the Gold Coast.

These sessions have already been well-received with more than 40 members from the local Chinese community attending the first session in May.

Gold Coast Health's commitment to improving multicultural services was further recognised in March during the four-yearly national EQIPNational Accreditation Survey where we received the highest rating for our service.

Improving the quality of management and patient information

Patient booking systems

To support the achievement of our strategic objective of becoming a world class health service, Gold Coast Health has developed a contemporary information system which provides a responsive platform for accessing crucial information. Access to targeted, timely information is critical for driving service improvement and decision making. To ensure data is collected, reported and monitored in a consistent way to promote performance we established a project team to complete the technical component of developing a Management Information System (MIS). The program incorporated a detailed needs analysis system design and implementation support. The objective is to embed sustainable data reporting and systems to support decision making and management capability within the Gold Coast Health.

Electronic discharge statements to support primary care providers

The introduction of ward based pharmacists has improved the quality and efficiency of our patient experience at the time of discharge. Medication summaries and electronic discharge summaries are just two of the measures we use to review our performance and support the care of patients in the primary care sector.



Services for birthing mums

Since private practice midwives were granted eligibility to practice at Gold Coast Hospital in 2012, birthing options have increased for new mothers. These credentialed midwives can admit birthing mothers in their own right providing 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.

The state of the art facilities at the Gold Coast University Hospital include an expanded Neonatal Intensive Care Unit. An additional six Neonatal Intensive Care (NICU) cots were added to the service in April 2014 which already provided 20 Special Care Nursery Cots (SCN) and two NICU cots for premature and unwell babies on the Gold Coast and northern New South Wales.

Gold Coast Health is now equipped to look after more babies born prematurely at 26 weeks and higher without the need to travel to Brisbane for care.

Future expansion of the unit to full capacity of 44 cots will enable Gold Coast to provide care for up to one thousand sick and premature babies a year.

An estimated five thousand babies will be born at Gold Coast University Hospital in 2014-15 with approximately 15 per cent of babies requiring admission to the Newborn Care Unit for breathing difficulties or other problems.

The NICU is one of a number of new and extended services that have commenced since GCUH opened on 28 September 2013 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.

4,376 babies

have been born during 2013/14
financial year