
From the Chair and Chief Executive

From the Board Chair

Gold Coast Health was among the first health services in the country to treat patients with COVID-19. Our purpose-built negative-pressure rooms were put to the test caring for international visitors and returned travellers who were too sick to be in self-quarantine.

Our swift and agile COVID-19 response saw the temporary closure of some services while staff were up-skilled in the science of contact tracing and deployed to work with the Gold Coast Public Health Unit.

Gold Coast Health engaged with the broader community to build community confidence in our response. This was achieved through regular bulletins, social media and ongoing direct communication with key stakeholders including the Gold Coast Primary Health Network, general practitioners, multicultural networks and City of Gold Coast.

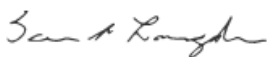
Building a culture of success for our organisation has always been a passion for me and there is no doubt that the work we have embarked upon in the professional accountability area, especially in relation to diversity and inclusion and living our values, is reflected in the overall success of our COVID-19 response to date.

At the end of the reporting period, our attention turns to services that were delayed during the COVID-19 preparation period.

I am assured that 2020–21 will see Gold Coast Health continue to be COVID-19 ready as we monitor hospital bed capacity, continue testing at our hospitals and in the community. We are focused on recovery and support for patients who were directly affected by delays.

Finally, thanks to my Deputy Chair Judy Searle and my Board colleagues for their commitment throughout the year as well as to Ron and his executive team for their diligence and focus during one of our most clinically challenging years.

Ian Langdon



Board Chair, Gold Coast Health

From the Chief Executive

This annual report outlines the progress Gold Coast Health has made in the 2019–2020 financial year to strengthen our agenda to improve outcomes for the Gold Coast community.

I would like to acknowledge the outstanding efforts of our staff in response to the COVID-19 pandemic – from the early identification and careful management of the first COVID-19 patients in Queensland through to establishing a ward fever clinic at short notice only to pivot again and build a dedicated fever clinic in just ten days. All staff involved across our service are to be congratulated for adapting their daily routine, and adhering to infection control practices and social distancing requirements with professionalism and skill.

The impact of COVID-19 pandemic response and recovery saw the Gold Coast Health shift focus in the second half of the 2019–2020 year towards business continuity planning and uptake of innovative service delivery methods; including virtual outpatients appointments, telehealth and virtual wards; and development of digital contact tracing tools.

Further to the COVID-19 response and recovery focus, this annual report also acknowledges the ongoing work across the health service throughout the past year, including our significant accomplishment in being awarded Magnet® recognition for superior quality in nursing and midwifery care. It is the highest international honour for nursing and midwifery excellence and we're proud to be Australia's first whole health service to receive this accolade. I commend our staff who have worked so hard over several years to bring it to fruition.

We undertook broad consultation with our staff, patients and community to support the development of our new strategic plan, which will drive our direction for the next four years.

We also made a greater commitment to Aboriginal and Torres Strait Islander health by introducing and building on a range of initiatives, which are detailed on page 17 of this report.

As we transition back to core business by reducing long waits and increasing outpatient clinics and elective procedures, we remain aware that the situation may change again rapidly and are ready to adjust our sails as necessary.

As always, thanks must go to our Chair, Ian Langdon, and the rest of the Board for their ongoing leadership and support.

Ron Calvert



Chief Executive, Gold Coast Health