

Gold Coast Health

Nursing and Midwifery Year in Review 2021



Artwork Acknowledgement

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Gold Coast Health Nursing and Midwifery Yearly Review 2021

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Chief Executive Message



On behalf of Gold Coast Health, I am pleased to deliver the Nursing and Midwifery Review for 2021.

I hope that it contains information of interest to the Gold Coast community, other health services, our university partners and the broader nursing and midwifery industry.

Our vision at Gold Coast Health is to have the best health outcomes in Australia, based on being a leader in sustainable, compassionate and highly reliable health care.

We have a philosophy that underpins our aim – *Always Care*. Nurses and midwives make up the largest portion of our workforce and naturally play an integral role in delivering our philosophy. *Always Care* is the commitment every employee makes every day to ensure person-centred care is at the heart of everything we do. Patients who use our services consistently rate the quality of care they receive highly compared to national peers, showing that our staff truly live this commitment to *Always Care*.

This review outlines the diversity amongst our nursing and midwifery workforce. It also showcases some of the ways our people are impacting system change to deliver better patient care. You'll find great stories of contemporary models of care, such as getting premature babies and their families home earlier, and quality improvement initiatives like improving cultural safety in our Emergency Departments.

It's important to remember that throughout the past year, our entire workforce – including nurses and midwives – has continued to meet the challenges of the evolving COVID-19 pandemic, responding to peaks in hospitalisations with agility and excellence.

I would like to thank all nurses and midwives for their ongoing contributions and acknowledge the work undertaken by our senior nursing and midwifery leaders. It is only with the dedication of them, together with our multi-disciplinary work teams, that we will achieve our vision.

– Ron Calvert, Chief Executive
Gold Coast Hospital and Health Service



Welcome

from our Executive Director Nursing, Midwifery and Patient Experience

Welcome to the 2021 Nursing and Midwifery Annual Review. This review provides an opportunity to reflect on the outstanding contributions of nurses and midwives across Gold Coast Health. COVID-19 has again dominated much of the work across our health service in 2021, and this is reflected in many of the stories highlighted in this review. Nurses and midwives have continued to demonstrate resilience and adaptability in an ever-changing landscape as we have navigated the complexities of providing healthcare in the midst of a pandemic. Thank you all for your compassion and commitment to each other, and to ensuring the Gold Coast community continues to receive exceptional standards of safe, quality care during a very difficult time.

While COVID-19 continues to impact our health service, we can take pride in other initiatives which advance the professional image of nurses and midwives. Our focus on excellence through new and innovative models of care led by advanced practice nurses are evident throughout this review. We are working towards a more diverse and inclusive workplace, demonstrated through the culturally safe Emergency Department initiative and the Midwifery Group Practice service for women from culturally and linguistically diverse backgrounds.

We showcase innovative programs to promote staff wellbeing and improve the quality of care we provide as interprofessional teams. These initiatives, many led by frontline nurses and midwives, demonstrate our ongoing commitment to listening to the voices of staff providing direct patient care.

The past two years since COVID-19 became a household name have proven challenging for us all. I can only hope that we are coming to the end of a very difficult period of our lives, and that we will be able to move forward together and focus our efforts on building a stronger nursing and midwifery workforce at Gold Coast Health.

As I close this message, I want to reinforce to all our nurses and midwives that your contribution to the health service does not go unnoticed. When things get busy and staffing levels are tight and challenging, you go above and beyond to ensure the Gold Coast community continues to receive the high standards of care we are recognised for. You have exemplified our Gold Coast philosophy to *Always Care*. No words can truly express my appreciation and pride for all you do. Thank you.

– Paula Duffy, Executive Director
Nursing, Midwifery and Patient Experience

You have exemplified our
Gold Coast philosophy to
Always Care. No words can
truly express my appreciation
and pride for all you do.

Gold Coast Health leads COVID-19 response across Queensland

The past two years have certainly kept us busy in managing the COVID-19 response. Gold Coast Health received the first COVID-19 positive patient in Australia back in early 2020.



Vaccination Centre staff at Gold Coast University Hospital.

As Gold Coast Health prepared for the pandemic, we opened the first fever clinic in March 2020, eventually opening five more across Gold Coast. Contact tracing became very important in enabling us to contain the spread of COVID-19 to a manageable level.

Our COVID-19 response was led by experienced nursing leaders in infection control including Dr Deborah Macbeth who provided expert advice on all infection control issues across the health service. As the pandemic unfolded, Deborah provided direct support, including to clinical teams caring for COVID-positive patients.

A large range of initiatives across our nursing and midwifery services were implemented as part of our response to the COVID-19 pandemic. Our nursing and midwifery workforce has grown substantially over the past two years to support the staffing requirements during the pandemic, and it continues to grow to support community demands.

One of our largest initiatives in 2021 was the roll-out of the COVID-19 vaccination program. Our Public Health Unit's meticulous planning, preparation and training ensured we could roll-out the vaccine to the Gold Coast community quickly and safely. Vaccines arrived on the Gold Coast in early February 2021, and we administered our first vaccine in Queensland to our staff later the same month at Gold Coast University Hospital.



The first vaccine being administered in Queensland.

Gold Coast Health led the way to become the first health service to vaccinate the community in Queensland in March 2021, commencing with our aged care and vulnerable population. Our main vaccination centre in Broadbeach opened to the community in July 2021. Eight vaccination hubs or centres and multiple pop-up clinics were set up across the Gold Coast during the vaccination program to accommodate easy access for our community. By the end of 2021, we administered more than 400,000 vaccines across the Gold Coast.

Gold Coast Health also achieved award recognitions for our response to COVID-19. Dr Deborah Macbeth received the Public Service Medal for Outstanding Public Service to Community Health in Queensland as part of the Queen's Birthday Honours List 2021. Erin Werder, Nurse Unit Manager for the COVID-19 Vaccination Centre also received Gold Coast Health's Empower Award at the Golden Gala in November 2021.

Executive Director for Nursing, Midwifery and Patient Experience Paula Duffy praised the team effort.

"I am so pleased with how well our staff came together to support COVID-19, as well as managing the normal day-to-day functions that the health service has to manage.

"I'm extremely proud of our staff; all the successes and firsts we have achieved over the past two years. It's a truly historical achievement we can all share with future generations."



Preparing the COVID-19 vaccine at the Vaccination Centre.



Steve Gresham poses for a hero photo taken after getting his COVID-19 vaccine.



Pandemic brings a return to purpose-built unit

A change management process over 12 months has provided nurses skilled in infectious diseases with a hospital unit which was purpose-built to control the spread of infection.

The Infectious Diseases Inpatient Unit returned to D5 North in March 2021 where they are now successfully providing acute care to patients with COVID-19 and other infectious diseases.

Gold Coast University Hospital's D5 North was purpose-designed as an infectious diseases unit with negative pressure isolation rooms, all single rooms, its own airflow separate to the rest of the hospital, and the ability to split the unit into two separate clinical spaces.

However, in 2019, due to clinical and operational needs, the infectious disease unit was moved to a different area, where treating teams cared for their regular patient cohort, plus oncology patients when the main oncology inpatient unit was full.



The team at D5 North, Gold Coast University Hospital.

The pandemic arrived and nursing staff advocated with their senior leaders for the infectious diseases unit to return to its purpose-built unit equipped with state-of-the-art infection control measures.

The outcome was a good example of Professional Governance, where Gold Coast Health nurses were empowered to have a voice in the decision-making process that affects their practice and quality patient care.

Reorganised storeroom adds the 'WOW' factor

An organised storeroom has led to significant cost savings for the Children's Inpatient Unit at Gold Coast University Hospital.

Clinical Nurse Consultant Renee Clarke partnered with the Releasing Time to Care team to introduce the Well Organised Ward (WOW) model as part of a Workplace Integrated Learning placement for her university Master's degree study.



Renee Clarke.

By overhauling the equipment and consumables areas, reviewing inventory categories and ordering, Renee was able to create workflow and cost efficiencies.

"We have saved more than \$10,000 by removing 60 stock categories that were either expired or no longer required," Renee said.

"We also reduced scanning costs for high-use items, saving about \$1,000 per quarter, with a reduced chance of running out of items due to revised stock levels."

Report highlights why we're top in trauma



(l – r) Nurse Practitioner and Trauma Service Program Manager Kate Dale; Trauma Service Acting Director Dr Don Campbell; Chief Executive Ron Calvert; Surgical and Critical Care General Manager Sandra Lenehan; Acting Director of Nursing GCUH Sharon McDowell Skaines; and Trauma Registry Clinical Nurse Consultant Ben Gardiner.

Gold Coast Health's Trauma Service has released a report that provides a snapshot of our traumatic injury patient management, highlighting programs and outpatient services, key partnerships and community engagement initiatives in recent years.

The Trauma Service Report 2018-2021 has a critical role to play in maintaining our Level One Trauma hospital rating. It provides the essential information that verifiers need to benchmark our facility against other Australian major trauma centres.

The Royal College of Surgeons has previously verified Gold Coast University Hospital as a top Level One service, meeting a set of standards and model of care for trauma services.

The Gold Coast Health Trauma Service is an active centre of the Trauma Survivors Network.

Home visits help premature babies thrive

Families have praised a new neonatal early discharge service which allows premature babies with feeding issues to leave hospital.

The service is tailored to babies who no longer require intensive medical and nursing treatment, but still require support for nasogastric tube feeds and breastfeeding support.

The babies and families are visited in their homes daily or every second day by Neonatal Care Unit nurses, who support mothers with establishing feeding until the babies are mature enough to feed without nasogastric tubes.

Lyn Ahearn, Clinical Nurse and Lactation Consultant, led the initiative, which has resulted in good outcomes for the 46 babies released into the program since January 2021.

“Allowing the babies to be discharged from Special Care Nursery while they still have their nasogastric tubes in place offers the benefits of uniting families sooner and reduces healthcare and family costs,” Lyn said.

The average age at discharge was 36.4 weeks, with 13 days the average time on the program. Our nurses have provided 242 home visits to date and 365 special care nursery bed days have been saved.

Parents praised the new service, saying it gave them the confidence to care for their premature babies in their own environment and to establish routines at home with the support of Newborn Care Nurses.



Lauren is holding Lola and her husband David Stearne holding Maisie. The twins went home a month after they were born.

Parental satisfaction is very high at discharge from Newborn Early Discharge Services (NEDS), with the service being in demand by families.

Since January 2021, NEDS has enrolled 197 babies in the home-visiting service, saving 1186 bed days. The program has also resulted in 80 per cent of babies breastfeeding or breastmilk feeding, which is above the national rate for babies born at term.

From mid-2021, the NEDS service started home phototherapy to alleviate hospital admissions for jaundice.

“Allowing the babies to be discharged from Special Care Nursery while they still have their nasogastric tubes in place offers the benefits of uniting families sooner and reduces healthcare and family costs.”

Improving care for prostate patients

Specialised nursing care has arrived for prostate cancer patients in the Gold Coast public health system.

Christian Morqueda is Gold Coast Health's Prostate Cancer Specialist Nurse (PCSN), a partnership between the Prostate Cancer Foundation Australia and the health service. The role provides support to men with prostate cancer, including partners and families, throughout their health trajectory.



Christian Morqueda.

“Since this was the first PCSN role in our health service, I have done service mapping in the first few months where I have identified current services that are available for men with prostate cancer. Through this process, I have also identified gaps in services which PCSN service can fill,” Christian said.

Christian developed the new model of care, which includes a supportive care clinic, with a strong focus on survivorship care following treatment.

“Patients now have a point of contact if they any questions or concerns regarding treatment or symptoms,” Christian said.

“This role is a work in progress and part of my job is to ensure the service is able to adapt to what our patients need.”

Program makes space for education in Residential Aged Care Facilities



(l – r): The SPACE Team – Clinical Nurse Consultant Susan Charlier; Palliative Care Consultant Dr Nicola Morgan; Nurse Practitioner Tracey Norling; and Senior Registrar Dr Uyen Dyong.

Nurses have played an integral part in planning and setting up the new Specialist Palliative Care in Aged Care (SPACE) program for 58 Residential Aged Care Facilities (RACF) on the Gold Coast.

SPACE nurses, including Nurse Practitioner Tracey Norling, Clinical Nurse Consultants Susan Charlier and Lucy Tripp, worked with a Bond University Masters student to set up a dashboard which helps to track RACF patients presenting to emergency departments.

The dashboard also allows the team to determine the effectiveness of the SPACE program, which provides education sessions with aged care nurses and staff to improve their palliative care knowledge and skill.

The program's nurses have delivered 145 education sessions to nursing and care workers across the 58 facilities. It has included a 'Fast Facts' education initiative that focuses on practical palliative care tips for aged care workers.

Nine sessions have been facilitated between the RACFs and other services across Gold Coast Health to embed stronger partnerships and knowledge. These have included emergency department, Residential Acute Support Service (RaSS) and Whole of Service Palliative Education (WOSPE).

Advanced Nursing Practice shines across Gold Coast Health

Nursing and midwifery deliver various roles across our health service deemed advanced practice, demonstrating our ability to independently practice at the top of our scope to meet the healthcare needs of the Gold Coast community.

Gold Coast Health has two types of advanced practice roles – the nurse/midwife navigator and the nurse practitioner.

Currently, we have more than 50 nurse/midwife navigators, almost 40 nurse practitioners and, excitingly, almost 30 new nurse practitioners in training across the health service.

The navigator is a senior registered nurse or midwife, whose focus is to work in partnership with clinical teams to reduce fragmentation of care for those patients who

transcend complexity across a number of healthcare specialties. By navigating and addressing health system complexities and fragmentation for the patient, as well as improving the patient's health literacy and ability to self-manage, the patient is more empowered and better equipped to navigate their ongoing health journey in our system.

Nurse practitioners are our most senior clinical nursing roles in health. They require specific endorsement

achieved through many years of specialised experience and post-graduate qualifications.

Nurse Practitioners can independently see and treat patients, order and interpret tests, diagnose conditions, prescribe a range of medications and refer to other specialties. Nurse Practitioners are ever increasingly being recognised as a valued extension of the medical team in meeting demand across many specialties at Gold Coast Health.



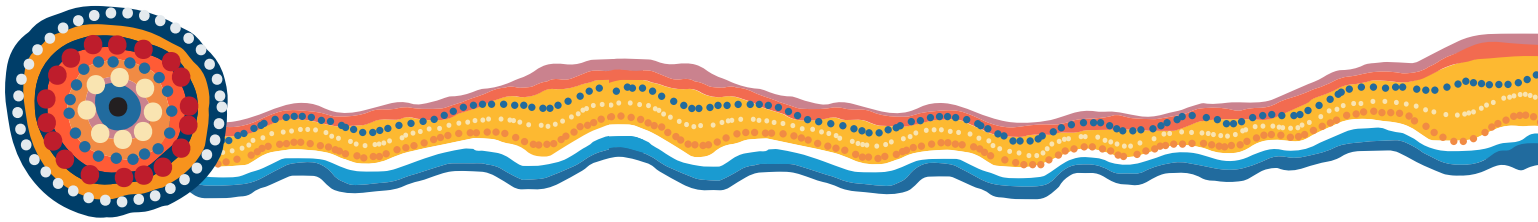
Nurse Navigator Adolescents and Young Adults Geraldine Dyer.



Nurse Practitioner Rheumatology Linda Bradbury.



Nurse Navigator Head and Neck Karen Whitelock.



New crisis care opens at Robina

Gold Coast Health opened a new Queensland-first Crisis Stabilisation Unit at Robina Hospital designed to divert patients in acute mental health crises away from emergency departments and into a comfortable, therapeutic, and home-like environment to ease their crisis.



Project Director of the Crisis Now Initiative MHSS Lyndal Cordaro and Deputy Clinical Director MHSS Dr Hitesh Joshi.

The [Crisis Stabilisation Unit](#) is a 12-chair facility, with 24/7 mental health crisis support up to 24 hours, seven days per week. Clinicians work hand-in-hand with lived experience peer workers to provide the best care for our consumers.

The overall Crisis Stabilisation Service also includes the Waratah Unit, which has eight short-stay beds for consumers who need to stay for up to 72 hours.

Deputy Clinical Director Mental Health and Specialist Services (MHSS) Dr Hitesh Joshi said the team of clinicians, including nurses, doctors, psychologists, social workers, occupational therapists and peer workers underwent significant training before starting work.

Training included a simulation exercise in the facility, supported by the Queensland Ambulance and Police services, to ensure the team was ready for any eventuality.

“It’s important to do this before a service starts because it allows clinicians and other staff to go through some of the practical difficulties or issues they might have, in real time, and come up with solutions,” Hitesh said.

The Crisis Stabilisation Service is part of a larger [Crisis Reform Strategy](#) for managing consumers experiencing mental health crisis in a more effective way, so they get the right care, at the right time and in the right place.



(l – r): The Crisis Stabilisation Team – Nurse Unit Manager Lynda Gibbard; Advanced Peer Work Robena Farrell; Clinical Nurse Consultant Katrina Woodcock; and Clinical Nurse Vibin Thomas.

“It’s important to do this before a service starts because it allows clinicians and other staff to go through some of the practical difficulties or issues they might have, in real time, and come up with solutions.”



The Crisis Stabilisation Unit at Robina Hospital.

Digital tools sharpen patient risk assessment

A new strategy in patient risk assessment is helping Gold Coast University Hospital's Neurology unit improve patient care and prevention.

Clinical Nurse Mitchell Supple refined the Interdisciplinary Plan of Care (IPOC) in the integrated electronic medical record (iEMR) which was not being used to its full potential. Powerplan/Interdisciplinary Plans of Care (IPOC) were previously used but not to their full potential.

"While versions of this have previously been created, we have utilised the full functionality of iEMR to schedule the required risk assessments to the patient care compass, on transfer to our unit, and to repeat the order on day seven," Mitchell said.

The IPOC includes basic admission requirements and aligns with the National Safety and Quality Health Service (NSQHS) Standard 6: Communicating for Safety and Standard 5: Comprehensive Care.

Mitchell said the unit recorded a significant increase in screening compliance, more awareness of the risk factors and preventative actions, and ultimately, the strategy allowed the unit to meet accreditation standards.

"We have utilised the full functionality of iEMR to schedule the required risk assessments to the patient care."

Transfer Units key to patient flow

Transfer Units at both Gold Coast's major hospitals continue to adjust to surging bed demand and patient flow throughout the pandemic response.

During the COVID-19 response, the Transfer Units decreased their opening times to support nursing shortfalls in wards.

Focusing to support admissions and discharges across Gold Coast University and Robina hospitals, the Transfer Units made a successful submission under the Care 4 Queensland strategy, which provided funding for initiatives which impacted patient flow.

With this October 2021 funding, the Transfer Units were able to extend operating hours during the week and open over weekends.



The Transfer Unit team at Robina Hospital.

The extended hours allow more patients to be discharged on weekends and for better supported

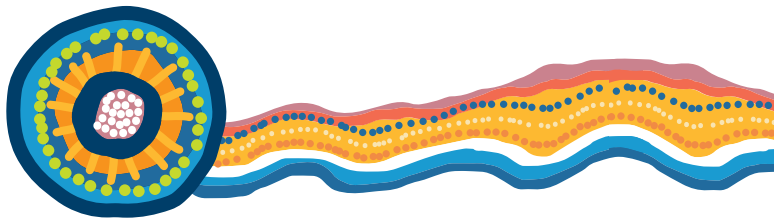
scheduled admissions and early discharges on weekdays.

Subsequently, the units reinvigorated a previously used model of care – Surge Response Team (SRT) to also improve patient flow.

Under this model, usually implemented as a winter bed capacity strategy, a dedicated team is available to hospital coordinators to assist with admission of patients from the Emergency Departments or Medical Assessment Units, inter-ward transfers or other ways to impact bed capacity across the hospitals.



The Transfer Unit team at Gold Coast University Hospital.



Safer baby campaign to reduce stillbirths

Gold Coast Health has joined the national Safer Baby Bundle campaign to help raise awareness in our health service and the community about reducing the risks of preventable stillbirth.

Project Lead Tionie Newth, Clinical Midwife Consultant and the team launched the Safer Baby Bundle initiative across the health service in March 2021.

In Australia, there are six stillbirths every day. Stillbirth is a devastating event for women and their families, and we are working with this federally supported project to help

identify women at risk and support them through their pregnancies.

The Safer Baby Bundle targets five evidence-based interventions; ceasing smoking, foetal growth restriction, decreased foetal movement, side sleeping and timing of birth. For each of these target areas, maternity services have implemented new or updated care pathways, best practice recommendations, evaluation strategies, and both face-to-face and eLearning educational modules.

Professor David Ellwood of Obstetrics and Gynaecology said the bundle

was an important step forward. "The bundle provides evidence-based interventions, that on their own may have a small impact, but when combined, the effect is multiplied," he said.

Gold Coast Health consumer Hope Sharpin agreed that high-quality care was vital for parents at risk of, or who have experienced, stillbirth.

"What I've learnt from my journey is that the quality of care through pregnancy and loss makes a huge difference to coping with life afterwards," Hope said.



(l – r): Project Lead Tionie Newth, Professor David Ellwood and consumer Hope Sharpin promoting the Safer Baby campaign.

Software helps patient journey

A purpose-built software platform is helping Gold Coast Mental Health and Specialist Services better coordinate patient care and evaluation of services.

The eMental Health Journey Board (eMHJB) allows timely collection of a large amount of data needed to efficiently coordinate consumer care while at the same time allowing for rigorous evaluation.

Assistant Director of Nursing Colin Robinson coordinated the project following the opening of the Crisis Stabilisation Facility (CSF),

which diverts patients in acute mental health crises away from emergency departments and into a comfortable, therapeutic, and home-like environment to ease their crisis, at Robina Hospital.

"The implementation of the CSF into the broader structure of Mental Health and Specialist Services required a purpose-built software platform because there was a lack of a suitable solution to provide the level of detail we require," Colin said.

"The journey board is a complementary digital solution to aid other hospital digital systems and care communication. In simple terms, eMHJB is a web browser user interface, allowing for sensitive patient information and data to be stored in a secure database."

The eMHJB is used by the Acute Care Team ED, Community Mental Health, 1300 MH intake, Crisis Care Coordinator, Patient Flow and the Crisis Stabilisation Unit, for the purpose of handling mental health intake, care coordination and follow-up.

Peer support program galvanises staff

Nurses and staff in the Orthopaedic Unit at Robina Hospital have become better equipped to handle difficult workplace events thanks to support from the Always There Peer Support program.

The reality of working in a health service means it is likely, at some point, frontline workers could experience difficult workplace events repeatedly and feel the need to continue to provide the same high level of care for patients afterwards.

Following a series of incidents where staff were exposed to occupational violence, an Always There peer responder delivered information and counselling sessions to the unit's staff. The team worked with a Work Health and Safety officer who encouraged nurses to submit

incidence reports and share with team members when they felt vulnerable about their safety, or the safety of their colleagues.

Clinical Facilitator Julie McGee said staff were empowered to speak up and recognise their own thoughts, feelings, and triggers after a stressful event on the ward. The orthopaedic unit was recognised for its safety improvement with an afternoon tea with Gold Coast Health Chief Executive Ron Calvert.



(l – r): Azalea De Lemos, Liz Smith and Julie McGee, with Gold Coast Health Chief Executive Ron Calvert during a reward and recognition afternoon tea.



Midwifery puts focus on multiculturalism

A new Midwifery Group Practice supporting women from culturally and linguistically diverse backgrounds launched during Multicultural Queensland Month in 2021.



(l – r): Toni Randall, Ashleigh Strong, Pauline Inverarity and Laura Lightbody.

The model provides culturally safe care to improve birth outcomes, maternal satisfaction, and child development outcomes.

Clinical Midwife Laura Lightbody said the model consisted of four caseload midwives, caring for about 120 women from culturally and linguistically diverse backgrounds each year.

“They provide care throughout the women’s pregnancy, birth and postnatal period,” Laura said.

“Two named obstetricians support the midwives, promoting collaboration between the midwifery and obstetric team, while also increasing continuity of obstetric care for women.

“Having the speciality model assists our culturally and linguistically diverse women and partners to feel safe, supported and guided through a time that can be the unknown, particularly in a foreign country.”

Aswathy and Gibi were one of the first families to experience the new model of care.

“It was a great pleasure to talk about my experience with my midwife throughout the pregnancy, labour and postnatal care,” Aswathy said.

“As we were away from our family and no one was able to support us due to the pandemic, the support and guidance we received was amazing.”

New mum Carolina has had first-hand experience using the model.

“Being in a foreign country, the program made me feel supported knowing I’m not by myself.

“I feel so lucky to be part of this program, with beautiful people always happy to answer any questions and help.”

The culturally safe model of care is just another way Gold Coast Health is working towards creating an inclusive environment where we value and embrace all perspectives and experiences.

The importance of culturally safe emergency departments

Gold Coast Health has embarked on a journey of change towards cultural safety in its Emergency Departments. The gap in health outcomes between Aboriginal and Torres Strait Islander and non-Indigenous people is a well-documented priority area for both National and State Governments.

At Gold Coast Health, the rates of First Nations patients not waiting for treatment or leaving after treatment had commenced were double that of non-Indigenous patients.

Led by a cultural safety working group, including nurses Kitty Synot and Jessica Payne, the project has produced promising results since beginning in 2021.

Outcomes include:

- Did Not Wait (DNW) decreased from 7.2 per cent to 5.8 per cent
- Left After Treatment Commenced (LATC) 4.7 per cent decreased to 4.2 per cent
- Combined rates of DNW and LATC 11.8 per cent decreased to 10 per cent.

Kitty Synot said she was involved in the project because there was an obvious need for cultural awareness and improvement in the Emergency Department.

“We know that First Nations patients already have poorer health outcomes and suffer health inequities, so I wanted to do what I could to improve the journey for First Nations patients accessing the ED and hopefully have positive outcomes for their health,” she said. Transforming Emergency Departments towards Cultural Safety is a service improvement led by Clinical Excellence Queensland.



Deborah Macbeth

Infection Control's Assistant Director of Nursing Dr Deborah Macbeth was among 157 inspirational Queenslanders named on the 2021 Queen's Birthday Honours List.

Deb received a Public Service Medal for outstanding public service to community health. Deb said the award signified the team effort behind the COVID-19 response that had kept the health service's 10,000 plus employees safe and

Nursing leader honoured on Queen's Birthday list

built community confidence in the organisation. "I'm a representative of a huge team of people. To have my name singled out is highly unexpected and a real honour," Deb said.

Deb and the infection control team were quick to implement rigorous staff training in the appropriate use of Personal Protective Equipment, which led not only to good infection control, but also stock sustainability.

Deb worked tirelessly across all shifts to provide hands-on training and support to clinical and operational staff to ensure Gold Coast Health stayed ahead of the curve in all areas.

The COVID-19 response was a career highlight she'd been waiting for

since 1993. In 2003, Deb established the infection control protocols and practices required to manage the SARS pandemic.

In 2009, during the Swine Flu pandemic, Deb was instrumental in establishing Queensland's first fever clinic in the grounds of the Gold Coast Hospital at Southport, including all aspects of its management from protocols and processes, staff signage, messaging, patient information and patient flow.

This experience proved an immeasurable benefit to the growth and development of the Infection Control, Infectious Diseases and Rheumatology departments at Gold Coast Health and was a major contributor to Gold Coast Health's outstanding COVID-19 response.

Ella is the people's favourite nurse

Registered Nurse Ella van de Velde Fidock was named the People's Choice Award winner in the 2021 Queensland Nursing Midwifery Union Practice Awards.

She was also a finalist in the Positive Practice Environment Champion category. Ella, who works in the Emergency Department at Gold Coast University Hospital, said People's

Choice was extra special because it was voted on by her peers and community.

Ella spearheaded an initiative in the Emergency Department called 'Building our Culture'. Based on nurse feedback, Ella and her colleagues have designed programs that meet goals of improving five elements of culture: people and recognition,



Ella van de Velde Fidock.

vision, key values, communication and team fun. Ella's next challenge is to finish her Masters of Nurse Practitioner by 2022.



Jamie Ranse.

Dr Jamie Ranse has been recognised by the prestigious Sigma Theta Tau International Honor Society of Nursing (Sigma), winning one of three 2021 Emerging Nurse Researcher Awards. The award recognises nurse researchers

International research honour for Jamie

and scholars from Sigma's seven global regions whose research or scholarship has influenced the nursing profession and the people it serves. Jamie led the development of the Queensland Industry Framework for Safe Events in 2020, setting out key principles event organisers needed to consider when planning events during the pandemic.

With little literature or experience to guide policy or decision-making

available at the time, Jamie has spent the past decade researching the area to assist in developing an evidence-based approach to inform policy and guidelines locally, nationally and internationally. He worked in partnership with communities, government, non-government, industry, and academic organisations to achieve this.

Jamie is a member of Gold Coast Health's Emergency Department Collaborative Research Group.

2021 Nursing and Midwifery Professional Recognition Program

The following nursing and midwifery staff have completed their portfolios for the Nursing and Midwifery Professional Recognition Program. Congratulations to all on their achievements.

Registered Nurse Level

Agata Cronin
Alyshia Bevan
Alyssa Thomson
Amani Bean
Amy Hall
Amy Jefferies
Anna Zahon
Cody Carroll
Deborah Clifford

Emma-Leigh Lunt
Erin Edmonds
Gemma Harvey
Huaxiao Liu
Jack Everall
Jack Robin
Jessica Von Hutchinson
Joanna Szarek
Jodie Edwards

Judith Rodwell
Laura Barresi
Lilly Saxon
Lisa Waterford
Mallory Hay
Maxwell Way
Merima Ibrahimovic
Rebecca Ingall

Proficient Level

Brenda Farrugia
Carol Porter
Jannine Quigg

Expert Level

Viktoria Madi

Enrolled Nurse Level

Clare Brooks
Moana Ford

Golden Gala Awards

The Golden Gala Value Awards is the annual reward and recognition event for Gold Coast Health staff. Each year, staff have the opportunity to acknowledge the great work of their peers. Staff are nominated in one of six categories based on our values: Integrity; Respect; Community First; Empowering People; Compassion; and Excellence.

Nurse Unit Manager Erin Werder from the COVID-19 Vaccination Centre received the Empower Award for 2021 in promoting safe community care for her staff and the community during the COVID-19 vaccination program at Gold Coast Health.



Executive Director Strategy, Transformation and Major Capital, Sandip Kumar presents the Empower Award to Erin Werder at the Golden Gala Awards.

Nursing and Midwifery Excellence Awards

Congratulations to our 2021 Gold Coast Health Nursing and Midwifery Excellence Award recipients:

Judith Campbell	Amy Enderlin Excellence Award – Assistant in Nursing
Janette Martin	Amy Enderlin Excellence Award – Enrolled Nurse
Maureen Zimmerman	Amy Enderlin Excellence Award – Registered Nurse
Michelle Smart	Anne Baker Midwifery Award
Julie Eastham	Elizabeth Moore Community Nursing Award
Megan Harth	Juanita Hynes Nursing and Midwifery Award
Deborah Stiles	Karen Wallen Education and Research Award
Jamaine Parai	Mental Health Award



Judith Campbell.



Janette Martin.



Maureen Zimmerman.



Michelle Smart.



Julie Eastham.



Megan Harth.



Deborah Stiles.



Jamaine Parai.

Our year in numbers (as per the 2020–21 Gold Coast Health Annual Report)

4842

nursing and
midwifery
staff



5700

births at Gold Coast
University Hospital

Education



221

Newly Qualified
Nurses/Midwives

175 Registered nurses
23 Enrolled nurses
23 Midwives

Nursing/Midwifery
weekly student
placements

10,355

9,485 Registered nurses
772 Enrolled nurses
98 Midwives



\$6.1
million

in research grants

190,769

Emergency
Department presentations



352

peer-reviewed
articles published
since July 2020



87,228 COVID-19

Fever Clinic presentations



Your experience and expectations Patient survey results conducted during 2021

97%

satisfied with overall quality of most recent visit

94%

most important expectations were consistently met

98%

nurses/midwives treated me with courtesy and respect

96%

nurses/midwives listened carefully to me

98%

nurses/midwives demonstrated a caring and compassionate attitude

98%

nurses/midwives acknowledged my cultural and individual values and beliefs



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