

# Gold Coast Health

## Year in review 2019–20



## About Gold Coast Health

Gold Coast Health delivers a broad range of secondary and tertiary health services from three hospitals, two major health precincts and 13 community-located facilities.

With more than 9500 staff, Gold Coast Health is the city's largest employer. As one of nation's fastest growing health services, we're cementing our reputation for our focus on innovation and patient-centred care. Our combination of world-class infrastructure, a talented and committed workforce and strong partnerships creates an unprecedented opportunity for innovation in healthcare delivery.



**Our vision:** We will have the best health outcomes in Australia.

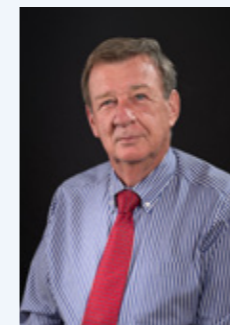
**Our purpose:** To be a leader in compassionate, sustainable, highly reliable healthcare.

**Our philosophy:** 'Always Care'

### Our values

- Integrity
- Community first
- Excellence
- Respect
- Compassion
- Empower

### Message from the Board Chair



Gold Coast Health was among the first health services in the country to treat patients with COVID-19. 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.

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.

Further to the COVID-19 response and recovery focus, this year in review 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, including the opening of a new service – Waijungbah Jarjums.

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.

*Ian Langdon*  
Ian Langdon

# Our achievements

## Australia's first whole of health service to achieve prestigious credential

The Magnet® Recognition Program is a four-yearly international organisational credential that recognises excellence in nursing and midwifery care and health care organisations for dedication to quality patient care. It is a highly prestigious credential attained by only a small number of organisations worldwide and is the highest international honour for nursing and midwifery excellence.

In February 2020, Gold Coast Health hosted a successful site visit, welcoming four Magnet appraisers from the United States. Over four days, the appraisers met with more than 900 staff, visited 102 units across our three hospitals and two health precincts, and held virtual visits by videoconference with our community services. On 29 April 2020, Gold Coast Health was informed that we had been unanimously voted a Magnet organisation by the Commission on Magnet Recognition.

During the announcement, Gold Coast Health was recognised for five exemplars:

- 82.8 per cent of nurses and midwives holding bachelor or higher degrees.
- Dedication and commitment to culturally sensitive care for Aboriginal and Torres Strait Islander women and children through the Waijungbah model-of-care.
- Consistently outperforming national benchmarks for glycated haemoglobin (HbA1C) markers in the Diabetes Education program run through the Chronic Disease Programs service.
- Consistently outperforming national benchmarks for peritonitis infection rates in the Home Therapies Dialysis Unit.
- Consistently outperforming national benchmarks for patient satisfaction with coordination of care in 100 per cent of inpatient units.

Other Magnet facilities in Australia are individual, stand-alone hospitals. With this designation, we became the first whole health service in Australia to achieve Magnet Recognition®, which includes our three hospitals and multiple community sites.



## We hit a century in clot retrievals

2019–2020 saw Gold Coast Health complete 100 endovascular clot retrievals. The team remove large blood clots from inside the brain without having to operate on the skull. In 2013, the first year Gold Coast Health started using the revolutionary treatment, we performed four of these procedures. Gold Coast University Hospital is one of three hospitals in South East Queensland that runs a 24/7 Endovascular Clot Retrieval Service, supporting a state-wide service for Far North Queensland-based patients who sustain a serious stroke. We are the first and only hospital in Queensland to meet the criteria for a comprehensive stroke service during a stroke audit.



Patient Hata Koro and her daughter Elda with Hata's treating team at GCUH

## New service provides better outcomes for Aboriginal and Torres Strait Islander families

Approximately 180 Aboriginal and Torres Strait Islander babies are born each year at Gold Coast University Hospital. Fundamental to working towards 'Closing the Gap' for mothers and their babies is the development of services that are culturally safe.

Gold Coast Health established a new community-based culturally safe birthing and early years service for Aboriginal and Torres Strait Islander families. It is called Waijungbah Jarjums, a Yugambeh language name gifted by Traditional Custodians, meaning "place of mothers".

The midwifery-led model of continuity of care was developed by our Aboriginal and Torres Strait Islander community, staffed by Aboriginal and Torres Strait Islander people, including HESTA Midwife of the Year Cassandra Nest (pictured). Cassandra was instrumental in the establishment of our new service, co-designing and developing it alongside the local Aboriginal and Torres Strait Islander community.

The preliminary results of the first six months of service are impressive, with clear evidence of the success of the program in 'Closing the Gap' measures; with 80 per cent of women engaged in the program before 20 weeks of pregnancy, a significant reduction in both low birth weight (down to 2.7 per cent) and premature babies (down to 11 per cent), and an increase in smoking cessation (up to 20 per cent) during pregnancy has resulted.



## Pilot program delivers services to vulnerable children and families

An increase in demand for complex children's health services on the Gold Coast has motivated Gold Coast Health to 'think outside the box'.

Australian Early Development Census data shows vulnerability of children on the Northern Gold Coast has increased by 2.5 per cent since 2012. Children who are delayed in receiving care may have more complex and ongoing adverse health outcomes when compared to their peers who receive immediate proactive or preventative care.

This information led to a partnership with Norfolk Village State School to deliver a pilot program for specialised psychology services designed for vulnerable children and families. Rapid response and engagement are a fundamental part of this service, achieved by co-locating a psychologist within the Norfolk Village State School. This partnership allows us to delivery wraparound education and healthcare in a familiar setting. The pilot program operates in addition to the existing Community Child Health program.

## A connected, healthier community

In 2019–2020, we published our Consumer and Community Engagement Strategy 2020–2023. Underpinning the strategy is a desire that community and consumer engagement will continue to shape Gold Coast Health's services well into the future. At Gold Coast Health, we want our consumers to be empowered to be actively involved in their own care.

Across the organisation, more than 500 external engagement activities took place, contributing to a connected, engaged and healthier community.

Gold Coast Health's Consumer Advisory Group (CAG) (pictured) continued to make a positive impact through best-practice consumer and community engagement. This included consumer representation on more than 50 Gold Coast Health committees, where consumer and community voices were heard alongside management and clinicians to make decisions with patient's best interests at heart and develop person-centred models of care.

We are grateful for the continued partnership and support of community service providers, non-government organisations and our key external stakeholders.



# Our year in numbers

Gold Coast Health services a population of more than  
**620,000**



**5215**  
babies  
born

**190,435**  
Emergency Department  
presentations to  
our hospitals



**5939**  
telehealth  
occasions  
of service

**44%**  
of outpatient  
appointments  
delivered by phone/  
video conference

**29,564**  
vaccinations  
delivered by the Public Health Unit



**151**  
new  
research  
projects authorised

**500+**  
consumer  
engagement activities  
undertaken



**18** hospitals and  
community health  
facilities



**\$2.7m**  
funding received for  
research projects

**981** new  
employees  
in 2019–20



**9500+**  
staff



# Our future

The Gold Coast population is growing at a much faster rate than the Queensland state average (2.2 per cent for the Gold Coast compared to 1.68 per cent for Queensland). Much of our population growth is in those age groups who use health services the most – children and older residents.

During 2019–2020, we completed a two-year \$11 million upgrade at Robina Hospital, ensuring the hospital is a modern and digital-ready facility, commenced construction of the first stage of a new hybrid theatre at GCUH, established new COVID-19 fever clinics and upgraded the GCUH Emergency Operation Centre.

These improvements, along with the following priorities, see us laying the foundations to ensure we can continue to provide world-class service as our population continues to grow.

## Service and facility master planning

Gold Coast Health recently completed a whole-of-health-service master planning process, which is now being used to drive planning of future new and expanded services to support growth, particularly in the northern Gold Coast.

During 2019–2020, Gold Coast Health completed 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.

The process unveiled our new organisational philosophy – *'Always Care'*. Moving into 2020–2021 and beyond, our *Always Care* philosophy will underpin everything we do and will provide a foundation for how we behave, every day.

The Gold Coast Health Strategic Plan 2020–2024:

- recognises the challenges our health service will face as the local population continues to grow at a very rapid rate
- aims to embrace the opportunities of the future as knowledge, technology and partnerships rapidly develop
- commits us to continuing our journey towards world-class care
- recognises the need to work seamlessly with partners across the health care continuum in order to meet our vision.

The strategic planning process uncovered our new vision statement – for Gold Coast Health to have the best health outcomes in Australia.

## Connect with us

For information on our services and facilities and to subscribe to our Community eNews, visit our website:

[www.goldcoast.health.qld.gov.au](http://www.goldcoast.health.qld.gov.au)

For general and service enquiries, please call:

**1300 744 284**

Join us on social media as we create a connected health community.

Search 'Gold Coast Health' in your social media account and look for our logo.

