

# Gold Coast Health

Nursing and Midwifery  
Year in Review 2019





This year has marked one of the most significant years of change for our nurses and midwives. One of the highlights of 2019 was the successful delivery of the integrated electronic Medical Record (ieMR) at Gold Coast Health. The Nursing and Midwifery Education and Research Unit was pivotal in supporting the training and proficiency assessment of more than 4000 nursing and midwifery staff, as we prepared for the Digital Healthcare Program. I was very proud to witness the enthusiasm and willingness of our nursing and midwifery staff as they embraced such a critical change for Gold Coast Health. Their meticulous preparation for the roll-out across the health service was key to what became the most successful ieMR roll-out in Queensland to date.

Looking forward to 2020, I'm hopeful we'll add the prestigious international Magnet recognition to Gold Coast Health's growing list of honours. In February, we will host Magnet appraisers from the United States who will validate our work and determine if we will join a select group of Magnet organisations around the world. We're also making progress in terms of Closing the Gap for Aboriginal and Torres Strait Islander People on

the Gold Coast. Our health service's commitment to improving health outcomes for Aboriginal and Torres Strait Islander People took a significant leap forward with the announcement of a new midwifery and child health service, Waijungbah. Gold Coast Health's strong community partnerships and consultation with Aboriginal and Torres Strait Islander People underlies our new service, which is to be led by Indigenous midwives and nurses.

We work in a complex, ever-changing environment, and the evidence-based care provided by each one of our nurses and midwives is exemplary. There are many success stories contained in this annual review, and each one tells a story of the commitment of our nurses and midwives to our everyday values of Integrity, Community First, Respect, Excellence, Compassion and Empower. I wish to acknowledge the hard work of our nursing and midwifery workforce and thank each one of them for what they do to deliver on our vision of excellence in world-class healthcare.

– Ron Calvert, Chief Executive

# Welcome from our Professor of Nursing and Midwifery



This year has been an enormous year for nursing and midwifery services at Gold Coast Health, one of which we can all feel immensely proud. As always, it is wonderful to reflect on the past 12 months and the remarkable achievements of nursing and midwifery services.

One of the key highlights of 2019 was the submission of our Magnet application in March. This was a significant milestone on our journey to being recognised as an organisation that demonstrates excellence in nursing and midwifery practice. The submission is a clear demonstration of our commitment and dedication to the community we serve and to Gold Coast Health.

As nurses and midwives, we play a huge role in the delivery of high quality, person-centred care. Our Professional Practice Model (PPM) provides a framework to guide our practice and articulate the valuable contributions we make to patients and Gold Coast Health every day. This year, we have embedded the PPM further, including implementing key initiatives that stem from it, most significantly – Nursing and Midwifery Professional Governance. I am very excited that we will be commencing the Professional Governance councils in early 2020, which will enable more communication and collaboration between frontline clinicians and senior leaders and provide an opportunity for nurses and midwives to contribute their voice to discussions about nursing and midwifery professional practice. Some other notable achievements over the year have been the:

- Successful roll-out of the new integrated electronic medical record (ieMR), of which nurses and midwives played a pivotal role

- Employment of 153 Newly Qualified Registered Nurses, 25 Newly Qualified Midwives and 19 Newly Qualified Enrolled Nurses
- Overhaul of the Nursing and Midwifery intranet and internet sites
- Successful recruitment to all Nurse and Midwife Navigator roles and securing recurrent funding for these roles across Gold Coast Health
- Expansion of the Releasing Time to Care program to mental health and paediatrics, and the pilot of the Silent Ward in the Orthopaedics Inpatient Unit at Gold Coast University Hospital (GCUH)
- Revision of the Nursing and Midwifery Role descriptions to align with the Gold Coast Health Core Capability Framework and the Nursing and Midwifery Professional Capability Framework
- Successful application for funding of \$1.73 million from the Queensland Health Nurses and Midwives EB10 Innovation Fund to support innovative nursing and midwifery projects to address emergent or unmet health care needs and improve quality of life and care to patients in the Gold Coast community. The two successful projects were the Mental Health Co-responder Model of Service with Queensland Ambulance Service and Waijungbah Service (page 5).

I thank you all for the contributions you make every day to our community and for making our organisation a great place to work. We head into 2020 with the knowledge that we will be hosting four Magnet appraisers for our inaugural Magnet site visit in February. I am excited to see what 2020 holds, and I think it is going to be yet another momentous year.

– Dr Anita Bamford-Wade  
Professor Nursing and Midwifery

## Magnet – Milestones on our journey to excellence

2019 has been a significant year for the Magnet Program, with the submission of our Magnet application consisting of 78 exemplars (more than 350 pages) demonstrating nursing and midwifery excellence at Gold Coast Health.

Our submission was reviewed by four Magnet appraisers between April and October 2019. We were notified in November that the appraisers would visit our health service in February 2020 to validate the examples we submitted, and to determine whether the principles of Magnet are embedded throughout the organisation. Some of the examples showcased in this annual review were submitted as exemplars for our Magnet submission.

Since submission of our application, the Magnet team has worked with Magnet ambassadors, all staff and managers to reinforce that Magnet is what we do every day. The Magnet Program encompasses a range of elements that contribute to a positive work environment, such as:

- professional development
- interprofessional collaboration
- quality improvement
- research and evidence-based practice
- patient satisfaction
- good clinical outcomes
- staff engagement and satisfaction



The Magnet team, from left: Melanie Wells, Jade Angus, Beverley Attack, Samantha Clayton, Zena Marks and Naomi Benell

- advocating for resources
- recognition of nurses and midwives
- autonomy within scope of practice.

Patient satisfaction with the quality of nursing and midwifery care has been exceptionally high this year, outperforming the national benchmarks we compare to in the majority of our inpatient, community and ambulatory settings.

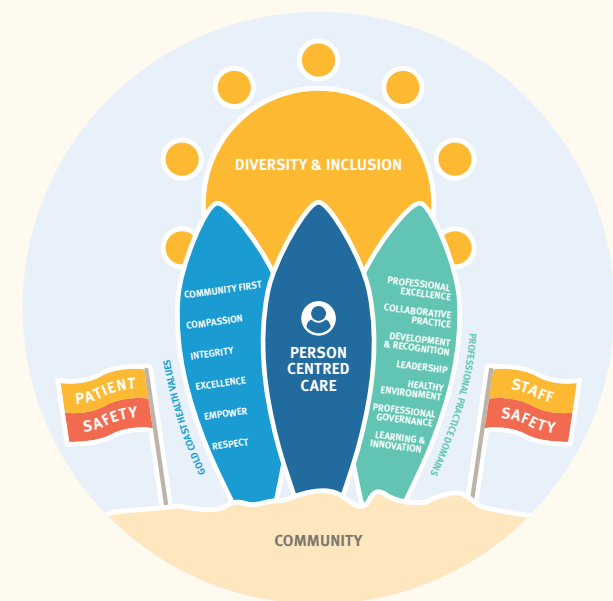
As we head into 2020, there is much to look forward to, with the site visit in February and the third Going for Gold staff survey in March. While the Going for Gold survey began as a Magnet initiative, it was transitioned to the Workforce Strategy and Engagement team in 2018. It is a lasting legacy of the Magnet Program, and one which the Magnet team continues to actively support to ensure that we are promoting a great work environment and building towards a culture of success at Gold Coast Health.

– Samantha Clayton  
Magnet Program Coordinator

## Putting the PPM into practice

Gold Coast Health nurses and midwives are committed to working in partnership with our community, as part of our Professional Practice Model's (PPM) domain of collaborative practice.

Our Cancer and Blood Disorders Unit's patient lounge opened after patients responded in a survey that they wanted a comfortable and quiet area to rest between appointments.



Cancer Care Coordination Team Leader Bethany Crowe said with patients receiving chemotherapy and therapies six days a week, the new patient lounge is a much-used facility by outpatients.

Bethany and her nursing colleagues implemented an evidence-based change initiative to improve the comfort of the waiting room to better suit the needs of patients.

Evidence shows that the layout and design of waiting rooms can influence patient satisfaction and experience of pain, and being occupied and comfortable while waiting increases patient satisfaction.

“Our volunteers provide them with tea and coffee, they can watch television, read brochures from our cancer resource library or just put their feet up and rest in the comfortable lounges,” she said.

“It is ideal for outpatients waiting in between morning tests and afternoon cancer treatment”.

Patient satisfaction with the waiting room environment increased by 40 per cent following the change in the waiting room layout and design.

The lounge is another example of how our nurses and midwives listen, talk, teach and share decision-making in achieving the best outcomes for patients.

Our staff relationships, underpinned by respect and compassion, provide the foundation for excellent professional nursing/midwifery practice.



*Nurses and midwives at the launch of the Professional Governance Councils*

## Professional Governance gets underway

Gold Coast Health nurses and midwives from all levels will have a stronger voice in decisions, including those affecting their work environment and the delivery of care.

Professor of Nursing and Midwifery Anita Bamford-Wade launched the new staff-led Professional Governance model on 19 November 2019 after almost 50 Gold Coast Health nursing and midwifery staff of all levels submitted expressions of interest to be inaugural members. The Professional Governance model will promote professional accountability and autonomy over nursing and midwifery practice.

From January 2020, approximately 40 frontline staff from across the health service will participate in four new Professional Governance councils, including the Nursing Practice Council, Midwifery Practice Council, Nursing and Midwifery Education Council and Nursing and Midwifery Workforce and Wellbeing Council.

The councils will increase engagement, promote professional development and increase the professional profile of nursing and midwifery services.

At the official launch, Professor Bamford-Wade, Director of Nursing (Nursing/Midwifery Education and Research Unit) Lyn Armit and Magnet Program Coordinator Samantha Clayton presented on the model, councils, expectations of members and why professional governance was important for Gold Coast Health nurses and midwives.

Staff from Gold Coast University Hospital, Robina Hospital and our community services said they were excited to be involved and have their voices heard in the new councils.

## Releasing Time to Care (RTtC) expands into more units

Patients and staff experienced positive outcomes during a four-month trial of a 'silent ward' in Gold Coast University Hospital's Orthopaedics Unit. Developed as part of the RTtC program, the trial resulted in a more quiet and calm atmosphere and quicker responses to patients, according to Clinical Practice Improvement Project Lead Rebekah Edwards.

The RTtC program, extended from four to eight patient units during 2019, gives clinical teams more time with patients while empowering them to improve safety, quality and delivery of care.

The 'silent ward' trial saw all general call bells silenced and directed through to the relevant nurses' phones, allowing them to call back to the room to speak with the patient from anywhere in the unit. The trial also improved staff and patient safety, with a reduction in staff assist response times, Rebekah said.

Nurses reported that the silent ward helped them determine their patients' needs more quickly and be more responsive to patients, as they were able to gather equipment or medication before attending to the patient in person. Staff also reported that there was improved communication among the team, as the phones made it easier to contact each other when not nearby. Results from the four-month trial will be assessed by the Gold Coast Health Digital Innovation Steering Committee in 2020.

RTtC enables inpatient unit-based teams to redesign and streamline the way they work, with the goal of freeing up more time to care for patients. Improvements made across participating units during the year included redesigning workspaces and improving team communication through the roll-out of new nursing Digital Enhanced Cordless Telecommunications (DECT) phones in the Cardiothoracic Surgery and Coronary Care Unit. Frontline nurses were instrumental in identifying improvements, solution design, implementation and evaluation of activities to improve the safety and reliability of patient care.



## Meeting population boom on the Gold Coast

A baby boom across the Gold Coast motivated Gold Coast Health to launch a new community-based midwifery service at Varsity Lakes.

Based on the successful model at Your Midwives Brygon Creek, the service provides antenatal care at Varsity Lakes Day Hospital and postnatal care in the home and clinic.

It is available to women living on the southern Gold Coast, with an aim to offer integrated maternity care.

Women's Services Midwifery and Nursing Director Hazel Brittain said the service offered care in pregnancy and in the early weeks after the baby was born from the same midwife and in the community close to where they lived.

Your Midwives Varsity midwife Janice Rowe said, "One of the things we strive for in antenatal and postnatal care is a relaxed mother, and having the same midwife through the journey from pregnancy to childbirth fosters a more positive experience for both mother and baby."

Gold Coast Health appointed five midwives to deliver antenatal and postnatal care through Your Midwives Varsity, in collaboration with local general practitioners. The service shares a space with the existing Midwifery Group Practice at Varsity Lakes and increases options for continuity of care.

## Leading edge in Indigenous care

Gold Coast Health's new midwifery and child health service for Aboriginal and Torres Strait Islander women, children and their families will be a ground-breaking continuity of care service. The Waijungbah service, based on best practice and evidence-based Birthing on Country and First 1000 Days models of care, will be led by Aboriginal and Torres Strait Islander midwives and nurses.

The models of care will be jointly adapted for the first time in Australia, with the service tailored to meet the specific needs of families on the Gold Coast. In 2019, Gold Coast Health was allocated \$1.38 million from the Queensland Health Nurses and Midwives EB10 Innovation Fund to establish the service for 12 months.

Gold Coast Health and the Gold Coast Aboriginal and Torres Strait Islander community are working together to implement and design the service, which will open in 2020. Aboriginal and Torres Strait Islander women who recently birthed at Gold Coast University Hospital were invited to join a yarning circle to share their experiences, and help design their ideal model of care.

Up to 180 families will access antenatal, postnatal and child health services from a range of locations, including community centres and child health centres. Birthing will continue at Gold Coast University Hospital's birthing suite, which has also been co-named Biranianbah, from the Yugambeh language to 'give birth'.

Local Aboriginal Elders and traditional custodians of the



*From left: Midwife, Cassandra Nest with mothers Tamie Newey and Ronae Evey and their babies*

Yugambeh language have gifted the new health service its name of Waijungbah, meaning 'place of mothers/motherhood'.

The project lead, Midwifery Navigator Cassandra Nest, a Ngunnawal woman, said the new service would provide cultural safety, facilitate the sharing of innate cultural knowledge, minimise the risk of shame and increase engagement in services and outcomes.

## New service supports complex pregnancies

To improve care for women with complex maternity needs, Women's, Newborn and Children's Services established the Maternal Fetal Medicine Midwifery Navigator service.

The service provides a collaborative, coordinated approach to antenatal, intrapartum and postnatal care for women with complex needs or a high obstetric risk. The service has not only reduced risk for women, but it has also improved the patient experience by providing women with a single point of contact throughout their pregnancy.

By delivering care through a patient-centred approach, women and families are fully informed and have become more active participants in their care. The service has seen

high demand, with the number of high-risk women requiring care navigation growing.

To meet this demand, two Midwifery Group Practice midwives work with the Maternal Fetal Medicine Midwifery Navigator, Tionie Newth, to provide antenatal, birthing and postnatal care for an additional 64 women per year.

Further supporting the patient-centred methodology and the Queensland Public Service value of "Customers first", consumers were actively involved in the midwife recruitment process. The service has resulted in more holistic care delivery, improved patient satisfaction and, ultimately, reduced waiting times.



*Welcoming the Newly Qualified Registered Nurses into the centralised staffing pool for 2019*

## Centralised staffing pool for nursing and midwifery

A new centralised staffing pool for nursing and midwifery allows Gold Coast Health to more readily place staff in the right place at the right time. The centralised pool was established following the nursing and midwifery executive evaluation of our nursing and midwifery staffing pool.

The centralisation of the pool has addressed challenges relating to demand, skill-set consistency and cross-campus cover. In addition, training requirements ahead of ieMR implementation were also supported.

Following centralisation, workforce analytics indicated a requirement to increase the staffing pool in response to several factors, including a need to improve reliability and responsible

management of the labour budget in an environment of increasing demand.

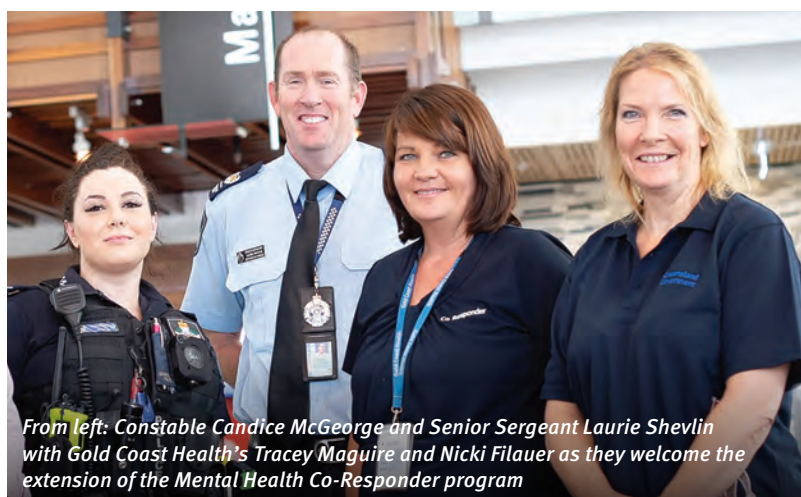
The new model increases flexibility and improves pathways for graduate-level staff, with the Newly Qualified Registered Nurse Pathway. It also supports Gold Coast Health to foster staff development through increased graduate placements and permanency options. Evaluation of the new model is planned for April 2020.

## Joint police and mental health program

Our nurses played a key role in a ground-breaking partnership with Queensland Police Service (QPS) on call-outs where mental health may be a factor. Working alongside police, an experienced mental health nurse provides expert assessment and advice to safely manage a person experiencing a mental health crisis in the community.

**“Specialised mental health nurses and police officers have undergone joint training so we can deliver the best result for the patient and community.”**

The Mental Health Co-Responder Team, implemented by Mental Health and Specialist Services, was extended to a five-day a week operation in 2019 following a successful three-month pilot. The program helps achieve the best possible outcome for community safety and for vulnerable people suffering mental illness, by providing an integrated response between the QPS, Gold Coast Health and the Queensland Ambulance Service.



*From left: Constable Candice McGeorge and Senior Sergeant Laurie Shevlin with Gold Coast Health's Tracey Maguire and Nicki Filauer as they welcome the extension of the Mental Health Co-Responder program*

Gold Coast Health's Mental Health Intervention Coordinator Nicki Filauer said the key to the program's success was the cross-agency support for vulnerable people in the community. The innovative approach was applauded by the Mental Health Improvement Group with a certificate of achievement in May 2019.

## Care improvement for patients living with dementia

A new model of care in the Robina Specialist Medical Unit for patients living with dementia was identified using an inter-professional collaboration approach between nursing and occupational therapy staff. The new model saw beds designated for patients with specific cognitive impairment and behavioural concerns. It demonstrated calming benefits for agitated patients with dementia by supporting a safe and relaxed environment.

Through the new model, a comprehensive, holistic assessment, including cognition and sensory profiling, is undertaken. This results in targeted, personalised support that prevents and de-escalates behavioural expression. This approach has facilitated inter-professional collaboration and reduced occupational violence, non-essential pharmacological interventions, workplace injuries and increased staff awareness of the management of those living with dementia.

## Time out for mindfulness

Gold Coast Health nurses and midwives have been encouraged to practice self-care and mindfulness to get through increasingly complex practice environments.

Approximately 300 staff attended mindfulness workshops run by the Evolve Yourself Institute in 2019. Since Professor of Nursing and Midwifery Anita Bamford-Wade encouraged staff to focus on their own well-being so they can care for others, more than 500 staff have taken advantage of the workshops.

Professor Bamford-Wade said sometimes patients' clinical reasons for admission were overshadowed by their social issues. "It is very easy for nurses and midwives to suffer from compassion fatigue, so by introducing mindfulness in practice, we give our staff tools to help take care of themselves," she said.

"Our nurses and midwives have found the workshops helpful as they leave with a toolkit to manage stressful situations. The feedback has been very positive."



*Nurses taking some time out of their busy day to recharge*

The importance of self-care is reflected in the funds invested in workshops, and is also a tribute to Professor Bamford-Wade's leadership and commitment to provide a positive, supportive environment for our staff.

**"It is a place to pause and a space for compassion and empowerment."**

Staff in Gold Coast University Hospital's Medical Decisions Unit (MDU) have taken self-care to another level with the creation of a "Zen Den", where nurses

can recharge with the aroma of essential oils, a massage chair and floor cushions.

It was the idea of Marie Gatefait, MDU's Nurse Unit Manager, who is participating in a six-month leadership development program "Sense of Self", also run by Evolve Yourself Institute. "I encourage my staff that if they're going through a stressful time, tired or need time out, they should spend time in this dedicated space to refuel," she said.

"It is part of our culture to support each other and allow time spent in there to assist with controlling their thoughts and emotions."

## Concern for each other drives collegial support initiative

A peer support pilot program for staff involved in or witnessing adverse events in the workplace emphasised Gold Coast Health's commitment to keeping our staff safe and caring for their psychological wellbeing.

The 'Always There' program successfully piloted in Mental Health and Specialist Services (MHSS) will be rolled-out in other areas to provide support for all staff, including nurses and midwives.

Through discussion with staff about clinical incident management, MHSS identified the need for a peer support program that provided a timely response to staff experiencing acute, cumulative or vicarious stress reactions, particularly following a traumatic event.

Our research included international and national collaboration to ascertain what would best work for our health service. PhD nurse Susan Scott's three-tier intervention model of second victim support was identified as a model to base the 'Always There' program on.

Dr Albert Wu from the Johns Hopkins University and Hospital, who is recognised as the first person to identify the 'second victim' phenomenon, was consulted about Johns Hopkins Hospital's Resilience in Stressful Events (RISE) program supporting the second victim.

As well, our working party collaborated with Professor Sidney Dekker from Griffith University, an expert in Just

Culture and the Second Victim, who was able to establish useful collaboration in Germany and Sweden regarding how to support people exposed to critical incidents.

Debby Morris, an experienced Mental Health Nurse Educator, led the development of the program at Gold Coast Health. Debby said, "The World Health Organisation identified psychological first aid as gold standard as an intervention in traumatic events."

'Always There' responders from multidisciplinary backgrounds were selected through an expression of interest process and trained to provide psychological first aid, offering emotional and practical peer support to colleagues.

"Preliminary results of responder training, alongside anecdotal evidence collated from providers and recipients of the intervention, suggest that the program has been well received and is successfully meeting its objectives," said Debby Morris.



*Nurse Educator Debby Morris*

## Experienced leader heading our advanced practice agenda

Adjunct Associate Professor Chris Raftery was appointed in 2019 to a key position to drive nursing and midwifery advanced practice in our health service. Chris has brought a wealth of leadership and experience over many levels to the position of Clinical Innovation and Advanced Practice Nursing Director.

This role is essential in working with our nursing and midwifery leaders, in driving the nurse practitioner and navigator agenda across the organisation, including research, education and governance, as well as providing clinical and systems leadership. Chris, an endorsed nurse practitioner, has been part of our service for more than 20 years, with half of this time in leadership roles.

As Australian College of Nurse Practitioners former national president, Chris is a leading identity in the development of advanced practice nursing and the role of the nurse practitioner at local, state and national levels, informing healthcare policy, strategy, reform and regulation.

Chris has been involved with a number of technology systems within health, is the deputy chair of the Queensland Clinical Senate, as well as deputy chair of the Australian College of Nursing's (ACN) Advanced Practice Group.

In 2019, he co-authored an ACN white paper, endorsed by the Federal Health Minister, on the future potential of Advanced Practice Nursing in Australia.

With a greater recognition of the value of these roles working at full scope, the future looks bright for clinical innovation and advanced practice nursing and midwifery across Gold Coast Health.



Adjunct Associate Professor  
Chris Raftery

## Advanced practice key to community healthcare

Advanced practice covers a number of autonomous and integrated specialist nursing and midwifery roles across Gold Coast Health. With a focus on navigators in nursing and midwifery, as well as nurse practitioners, advanced practice continues to play a substantial role in managing the healthcare needs of our community. Recruitment of the final cohort of state-funded navigator roles was completed in 2019. These included exciting expansions across all divisions, including new roles in cancer, neurology, mental health and obesity.

With the success of the navigator model, the health service will be working hard in 2020 to maximise any opportunity to increase the number of navigator roles into newly identified areas of need.

The past year was an exciting year for nurse practitioners (NPs). With changes to activity-based funding models in favour of NPs, there is a significant opportunity for NP models across the organisation in new and existing specialties, as well as a recognition of the value of advanced training for NPs, both pre and post-endorsement.

In an Australian first Jan Gale became the first Australian-trained Colposcopy Nurse Practitioner undertaking diagnostic and therapeutic (LETZ/ treatment) colposcopy. Jan has clinics at Gold Coast University Hospital and Robina. During her 12 month training, she worked alongside colposcopists at GCUH and Robina, and completed all the requirements of the British Society for Colposcopy, and Cervical Pathology training program, as there is no structured training program for Colposcopy nurses in Australia.



Nurse Practitioners celebrating Nurse Practitioner Week in December 2019. From left: Ann Robinson, Jodie Perry, Andrea Todd, Chris Raftery, Virginia Moore, Jenny Stofmeel

## Our navigator program leads the way

The nurse/midwife navigator program has been running for four years, with the final cohort of roles being established and recruited in 2019. Gold Coast Health has 50 navigator roles across numerous specialties in all divisions, which is one of the largest cohorts in Queensland. As a new model of care four years ago, Gold Coast Health has adapted the principles of navigation well with these roles. These roles

currently benefit more than 2000 patients with chronic and complex healthcare needs.

With a chronic disease patient needing to coordinate up to 16 health professionals at any one time, navigators play a vital role in proactively linking these patients and services across the system, at the right place and right time, for better health outcomes.



# Research news



*Dr Georgia Tobiano and Dr Andrea Marshall*

Nursing and midwifery research at Gold Coast Health is well-established, with a strong focus on consumer engagement and developing research capacity of clinicians. Our health service is an Australian leader in developing and sustaining strong clinical and academic partnerships. There are currently nine nursing and midwifery joint appointments with Griffith University, as well as two Research Fellows in Emergency Care and Patient Safety.

We have a strong research culture in which nurses and midwives are key. Dr Georgia Tobiano, Nurse Researcher in the Nursing and Midwifery Education and Research Unit, has been developing a strong program of research in patient-centred care, with a focus on clinical communication, medication safety and consumer engagement.

In 2019, Dr Lisa Chen (Cardiology) was awarded her PhD, which examined the impact and uptake of same-day discharge after percutaneous coronary intervention. This demonstrated that nurses are ideally placed to identify and address clinical questions and positively influence care and processes.

Our research leaders play a key role in mentoring nurses and midwives in research activity to support the implementation of best evidence into

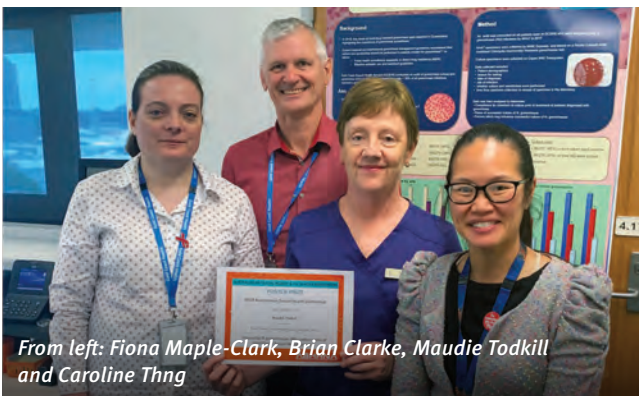
clinical practice.

At an organisational level, nursing and midwifery supports many aspects of research governance. Associate Professor Laurie Grealish was chair of the 2019 Research Grants Program and Professor Andrea Marshall is a member of the Gold Coast Health Research Council, the peak research advisory body for the health service.

Key research achievements in 2019 included the award of a Discovery Early Career Research Award to Dr Jamie Ranse to evaluate the impact of mass gatherings on ambulance and emergency department services.

Dr Georgia Tobiano and Professor Andrea Marshall were also successful with two grants, the first to study the impact of nutrition and mobilisation on recovery following critical illness, and the second on how to optimise outcomes from planned change.

## Advanced Practice Sexual Health Nurses receive national attention



*From left: Fiona Maple-Clark, Brian Clarke, Maudie Todkill and Caroline Thng*

Gold Coast Health Sexual Health Service's work to improve the accuracy of Gonorrhoea culture and sensitivity rates when testing patients attracted national attention.

The research poster detailing this work won first prize at the Australasian Sexual Health and HIV Nurses Association Conference in Perth, ahead of 68 nursing entries.

It was the second time in three years the team won the poster prize, which focuses on continuous improvement and developing evidence-based practices.

According to Acting Nurse Unit Manager Brian Clarke, the team's success with Gonorrhoea testing was based on making small changes to the way samples are collected.

## Welcoming Professor Rhona McInnes

Gold Coast Health's growing international reputation in research and successful partnership with Griffith University were key to the recruitment of our new Professor and Clinical Chair, Maternal and Child Health.

Professor Rhona McInnes has accepted a five-year joint appointment with Griffith University, after spending 30 years as a midwife in clinical practice, research, education and international development, mainly in Scotland.

**“I was attracted by the quality of research and large number of quality publications from the team working collaboratively across different sites, organisations and professional groups.”**

Rhona comes from Edinburgh Napier University, also in joint appointment with the National Health Service (NHS), where she built an international research reputation in infant feeding, behaviour change and reducing health and social inequalities.





## Our nurses and midwives pivotal to digital transformation

In July 2018, Gold Coast Health moved into the Readiness for Go-Live Phase for a fully integrated electronic medical record (ieMR). With more than 8000 staff to train across two hospitals and 19 Community Centres, it was the largest training priority undertaken by Gold Coast Health since the move to Gold Coast University Hospital in 2013. The Nursing and Midwifery Education and Research Unit (NMERU) played a pivotal role in supporting the training and proficiency assessments of the 4000 nursing and midwifery staff in preparation for the Digital Healthcare Program.

Director of Nursing, NMERU, Lyn Armit took the lead on the training and proficiency targets for the nursing and midwifery streams. Together with Assistant Director of Nursing (ADON), Brenton Shanahan, and the NMERU educators, Lyn led a weekly huddle of educators and clinical facilitators from the clinical directorates, where they shared strategies and problem-solved throughout the ieMR implementation phase and beyond, into the current 'embedding' phase. NMERU team members stepped outside of their usual roles to take on an ieMR-specific focus: mentor of the cohort of coaches, as members of the conversion teams during Go-Live, backfilling the cardiac educator role for 12 weeks, floor-walkers or support of specialty areas. In addition, in January 2019 an intake of 142 Newly Qualified Nurses and Midwives (NQN/Ms) were orientated and trained in ieMR, supported by NMERU's Entry to Practice team.

The time-frame from training to Go-Live for frontline staff was three to four months, and the largest cohort of learners, by far, was nurses and midwives. To support the staff, an innovative strategy, sourced by the Director of Clinical Informatics, was the 'coach strategy'. The coaches were a cohort of staff trained in the functionality of the system, who offered focused 'at the elbow' support to the frontline staff in the five weeks before Go-Live, and as 24/7 'floor walkers' during Go-Live. As clinical activity remained high at this time, it was not feasible to draw from clinical rosters for this additional cohort of coaches. Once again, ingenuity prevailed. More than 50 graduate nurses and midwives, who remained on the 'suitable for appointment' list after the available graduate positions were filled in January, were identified by the Assistant Director of Nursing (ADON), Clinical Informatics as an opportunistic group to canvas about becoming ieMR coaches for three months. Thirty nurses and five midwives took up the offer.

This strategy was overwhelmingly well received by the frontline clinicians. Their success as coaches made this cohort of newly registered nurses and midwives a very valuable resource, which prompted Gold Coast Health to initiate a trial of NQN/Ms in the casual pool. This 2019 cohort of pool staff are now nine months into their contracts and doing well. Their success has led the way for a 2020 cohort of NQN/Ms in the pool, due to start in June 2020.

## Improving patient outcomes through upskilling of nurses

Educating our vascular nurses to treat and use advanced technology in complex wound management has resulted in patients spending less time in hospital.

Nurses from the Vascular Medical Unit participated in regular rotations to the Vascular Nurse Practitioner Outpatient Clinic for professional development, and gained new knowledge of advanced equipment and wound management techniques.

The unit provides care for patients with vascular disease requiring surgical procedures and general medical care, patients with endocrine disorders and patients requiring telemetry.

Nurses and clinical leaders identified that staff needed additional skills to treat the vast number of complex wounds presenting to the unit.

Through a rotational program with the Vascular Nurse Practitioner Outpatient Clinic, staff learnt to use new ultrasonic wound debridement technology known to reduce healing time and, ultimately, length of stay.

They also enhanced their knowledge of community services specialising in wound care and built networks with outpatient clinics and community services.

Nurses shared their new-found knowledge with their peers in the unit to ensure that best wound care practices were implemented to care effectively for patients with complex vascular wounds. Following the introduction of the rotational program, the unit saw a decrease in the average length of stay for patients having toe amputations.



## The Nursing and Midwifery Excellence Awards

Congratulations to our 2019 Gold Coast Health Nursing and Midwifery Excellence Award recipients:

|                         |   |
|-------------------------|---|
| <b>Shane Nilsen</b>     | Juanita Hynes Nursing and Midwifery Award                           |
| <b>Tionie Newth</b>     | Anne Baker Midwifery Award  |
| <b>Nicola Morton</b>    | Elizabeth Moore Community Nursing Award                             |
| <b>Jonathan Collins</b> | Mental Health Award- 'Mental Health Nurses Make a Difference Award' |
| <b>Joanne Lavin</b>     | Karen Wallen Education and Research Award                           |
| <b>Kate Hahn</b>        | Amy Enderlin Excellence Award – Registered Nurse                    |
| <b>Annie Yalden</b>     | Amy Enderlin Excellence Award – Enrolled Nurse                      |
| <b>Susan Gerrard</b>    | Amy Enderlin Excellence Award – Assistant in Nursing                |



Matthew Lunn, Director of Nursing Integrated and Ambulatory Care Services congratulates Nicola Morton, recipient of the Elizabeth Moore Community Nursing Award

## Fiona's work makes us a leader in blood management



Fiona Clark (right) receives her award at the Gala Awards from Executive Director Strategic Communication and Engagement Sarah Dixon

One of our outstanding and tireless clinical nurse consultants (CNC) has been awarded Gold Coast Health's annual Excellence Award in 2019.

Transfusion CNC Fiona Clark received the award for her outstanding commitment and tireless work to ensure the health service is a world leader in patient blood management.

Fiona was instrumental in the introduction of an electronic blood tracking system pilot in 2019, the gold standard for tracking, and a Queensland first.

Fiona is an exemplary clinician who works collaboratively throughout the service, introducing quality improvement initiatives and showing great leadership in education regarding safe and appropriate transfusion practices.

With the exception of the first six months of her career at Ipswich General Hospital, Fiona has worked at Gold Coast Health, spending the majority of her time being in haematology and oncology nursing.

## Nursing and Midwifery Professional Recognition Program: 2019 portfolio holders



Nurses and midwives receiving their pins for completing the Nursing and Midwifery Professional Recognition Program

Congratulations to the following nursing and midwifery staff on completing the Nursing and Midwifery Professional Recognition Program.

|                  |                  |
|------------------|------------------|
| Anna Davey       | Julie Hay        |
| Bethany Semple   | Linda Menton     |
| Brittany Etienne | Marysia Jarosch  |
| Cheryl MacDonald | Maureen Todkill  |
| Chris Raftery    | Megan Henry      |
| Freyja Hagen     | Melissa Sinclair |
| Jacqueline King  | Paige Jenkinson  |
| Janine Meinig    | Rebecca Huang    |
| Jany Van Buynder | Tanja Danielsen  |
| Jessica Hoiberg  | Taylor Marsh     |
| Joanne Crook     | Wei Chien Kho    |
| Joanne Lavin     |                  |

# Our year in numbers (as per the 2018–19 Gold Coast Health Annual Report)

**4767**  
nursing and  
midwifery  
staff



**5138**  
births at  
Gold Coast  
University Hospital



## Education

**197**  
Newly Qualified  
Nurses/Midwives


153 Registered nurses  
19 Enrolled nurses  
25 Midwives

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Post-graduate studies

**19%**  
graduate certificate/diplomas

**11%**  
masters and doctorates




**\$2.88  
million**  
in research grants



**176,597**  
Emergency Department  
presentations

**38,993**  
including  
paediatric presentations



## Your experience and expectations patient survey results

|            |  |
|------------|--|
| <b>96%</b> | satisfied with overall quality of most recent visit                        |
| <b>90%</b> | most important expectations were consistently met                          |
| <b>98%</b> | nurses/midwives treated me with courtesy and respect                       |
| <b>96%</b> | nurses/midwives listened carefully to me                                   |
| <b>98%</b> | nurses/midwives demonstrated a caring and compassionate attitude           |
| <b>98%</b> | nurses/midwives acknowledged my cultural and individual values and beliefs |

## Connect with us

Keep up to date with all your community health news.

For information on our services and facilities  
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  
more connected health community.

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

