

Gold Coast Health Nursing and Midwifery Year in Review

2022



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Nursing and Midwifery Year in Review 2022

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Chief Executive Message



On behalf of Gold Coast Health, I'm pleased to deliver the Nursing and Midwifery Review for 2022.

This review reflects on and celebrates the world-class care delivered by Gold Coast Health nurses and midwives every day. I hope the information contained within is 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, and to achieve this, we have a philosophy that underpins our aim – Always Care. Always Care is the commitment every employee makes each day to ensure person-centred care is at the heart of everything we do.

As the largest part of our workforce, our nurses and midwives are at the very forefront of this philosophy. This review showcases the many ways our nursing and midwifery workforce puts Always Care into action every day. Within this report, you'll find examples of how nurses and midwives have developed new models of care that empower staff members, enhance organisational culture, and deliver better outcomes for patients. Through these stories, you'll also catch glimpses of how our nursing and midwifery workforce bring to life the Gold Coast Health values of Integrity, Empower, Compassion, Excellence, Respect and Community First.

In 2022, while the world embarked on a post-pandemic transition towards “living with COVID-19”, healthcare professionals have continued to face ongoing challenges. The impact of COVID-19 is still being felt in our hospitals and health services, and the global workforce shortages are real. As I reflect on the past twelve months, I offer my personal thanks to each and every one of our nurses and midwives who have again risen to the challenge of providing compassionate and world-class healthcare.

– Ron Calvert, Chief Executive (CE)
Gold Coast Hospital and Health Service (GCHHS)

Welcome

From our Executive Director
Nursing, Midwifery and Patient Experience

Welcome to the 2022 Nursing and Midwifery

Annual Review. This review provides an insight into the ongoing excellence and contributions of our nursing and midwifery teams. At the beginning of 2022, healthcare teams again faced the challenges of dealing with the ongoing impacts of COVID-19 when state and international borders reopened. During this difficult period, nurses and midwives continued to lead by example and demonstrate our ability to always care for each other and the Gold Coast community while delivering high quality person-centred care.

As we learn to live with COVID-19, we look towards the future and the expansion of services across Gold Coast Health. It is exciting to think that we will soon offer services in the southern Gold Coast at the Tugun Satellite Hospital, and additional services at Gold Coast University Hospital (GCUH) and Robina Hospital. Planning is also well under way for the northern corridor development of the 403-bed Coomera Hospital, due to open in 2027. Workforce planning that ensures nurses and midwives work to the top of scope is already under way and introducing new models of care and ways of working will be critical to address the increasing demand on our resources.

Nursing and Midwifery Professional Governance Councils were reinvigorated in 2022, bringing frontline and senior nurses and midwives together, to ensure the voices and perspectives of our frontline staff are heard. The four councils are actively working on different projects and initiatives to enhance nursing and midwifery professional practice, staff wellbeing and address education priorities. We launched our journey towards Magnet redesignation, an important strategy to build a culture of success and recognition of nursing and midwifery excellence.

The 2022 Annual review showcases the exceptional contributions of our nurses and midwives, with examples of:



- new midwifery and nursing models of care to better meet the needs of complex patients
- nurses' and midwives' involvement in the local and broader community
- our commitment to creating a diverse and inclusive organisation for staff and the patients we serve.

Thank you for taking the time to read this review and celebrating some of the outstanding work of our professional colleagues. I hope it instils a sense of pride and accomplishment that, despite the challenges we continue to face in this post-pandemic period, our workforce continues to lead by example through resilience and compassion.

Nurses and midwives continued to lead by example and demonstrate our ability to always care for each other and the Gold Coast Community.

– Paula Duffy, Executive Director
Nursing, Midwifery and Patient Experience (ED NMPE)



Leadership

Royal Recognition – Public Service Medal

During 2022, Paula Duffy (ED NMPE) was recognised for her significant contributions to the management of the COVID-19 response at Gold Coast Hospital and Health Service (GCHHS). Paula, along with others who were standouts within their fields, were honoured at an Investiture Ceremony at Government House, hosted by Her Excellency the Honourable Dr Jeannette Young AC PSM.

“It’s fantastic to be recognised, and not just me, but for the teamwork in how we managed the COVID response.”



Paula Duffy (ED NMPE) leading the health service through the COVID-19 pandemic.

Even though Paula remembers the first months of the COVID-19 pandemic as the worst period for GCHHS staff, the resilience of our nurses and midwives shone bright.

“There was one particular day where nearly 200 staff were sick, but everyone pulled together,” said Paula.

Paula takes pride in the care Gold Coast Health provides to the community and acknowledges the excellent standard of care nurses and midwives deliver every day.

Paula also received special recognition during Her Majesty’s 96th birthday. Every year Public Service staff are recognised by the Queen for their commitment and excellence in serving the Australian community. Paula was recognised for outstanding public service in nursing.

“The contribution by Paula Duffy to her profession, and the high regard in which she is held, is testament to her quality standards and consistent contribution to the public health sector over decades,” the statement read. Paula was recognised as a leader who oversaw all aspects of the COVID-19 pandemic and the glue that helped the Gold Coast navigate the challenges of being the first Queensland region to experience the Omicron variant peak.

Nurse receives ADF Award

GCUH Emergency Department (ED) Nurse Educator (NE) Shaun Robertson, was awarded an Australian Defence Force (ADF) Reservists 2022 Prince of Wales Award.

The annual awards recognise the dedication of ADF reservists and the employers who support them to develop new skills beneficial to their civilian careers.

Shaun received up to \$8,000 to do a Specialist Certificate in Disaster and Terror Medicine through the University of Melbourne. He uses what he has learnt to help Gold Coast Health to respond to a disaster or mass casualty event.

“I am very grateful for the opportunity and support to undertake this training, which will benefit both my role at Gold Coast Health and my reserve role with the Air Force,” Shaun said.

“I feel it is a fantastic opportunity to promote the role of modern nursing in the management and leadership of health services, regardless of the environment.”

Shaun was a full-time nursing officer with the Air Force for 12 years before pursuing a civilian nursing career in our Emergency Department.

It is a fantastic opportunity to promote the role of modern nursing in the management and leadership of health services.



Shaun Robertson (NE), ADF reservist.

Emergency nurse's dedication to community

Emergency Department (ED) nurse Kate Carmody was awarded the Community Dedication and Social Justice Award at the annual Gold Coast Women in Business Awards.

The Community Dedication and Social Justice Award recognises women who have made a difference in the community either through their contribution as a volunteer or service.

While a Clinical Nurse (CN) in the GCUH's ED, Kate's accomplishments included assisting with coordinating the Emergency Treatment Centre for Queensland's Schoolies, in collaboration with the Safer Schoolies Initiative.

Kate is a member of the Clinical Governance group for 1300MEDICS and acts as Medical Commander providing health support at mass Gold Coast events such as Kokoda Challenges, the V8 Supercars, music festivals, and sporting events at CBUS stadium.

Kate is an active member of the Gold Coast Hospital Veterans Employee Network, which supports Veteran employees in our health service to transition into a civilian workplace.

Kate has worked as a nurse for 12 years and is passionate about fostering world-class health care on the Gold Coast.

"My personal ambition is to make every health care interaction with the community memorable and meaningful, producing a tangible and measurable difference in the community we serve," Kate said.

"I strive to provide health care to the Gold Coast as if it was one of my own family members, and I am passionate in empowering and fostering future clinicians to 'serve', and have a sense of duty and pride in their workplace."

My personal ambition is to make every health care interaction with the community memorable and meaningful, producing a tangible and measurable difference in the community we serve.



ED CN, Kate Carmody with her award.



Professional Governance

Compassion for grieving families

Grieving families of patients who pass away in the Robina Hospital Specialist Medical Unit (H1 East), will now receive a sympathy card written by the team.

The card was Registered Nurse (RN) Toni Wright's idea, after she received something similar after the death of her four-legged family member.

"When my dog died, I received a card from the vet. It made me feel validated, that my grief was real and normal," Toni said. "It's important for families to know that we do care. Every death, we feel as well."

"I feel empowered that my idea was listened to and acted on. It shows that our leader is living the values of our organisation. If other staff have ideas, they should go to their manager with them," Toni said.

This initiative truly demonstrates Professional Governance in action, showcasing shared decision making and empowering all members of staff to contribute collaboratively and drive decisions that impact their practice and their work environment.

The card is designed for wider use across the health service.

I feel empowered that my idea was listened to and acted on. It shows that our leader is living the values of our organisation.



H1 East RN Toni Wright, showcasing a sympathy card.

MAU embraces 'sweet' delirium education

The Medical Assessment Unit (MAU) at Robina Hospital has enticed staff with chocolates to promote learning.

The campaign was based around World Delirium Awareness Day on 16 March and was timely as the organisation prepared for an accreditation assessors' visit for National Safety and Quality Health Service (NSQHS) Standard 5 Comprehensive Care.

Rowena Lightfoot, RN, was given the opportunity to lead this initiative to raise awareness to prevent delirium and manage cognitive impairment. Rowena prepared fast facts about identifying delirium with QR codes that linked to an educational video on how to complete a 4AT delirium screening assessment. This role empowered Rowena to improve the work environment and positively impact nursing, patient and organisational outcomes.

MAU Nurse Unit Manager (NUM), Jo Little, said staff discussed 4ATs at safety scrum, the escalation process and how to document it in ieMR, and the development of reporting tools to include all patients who meet screening criteria, not just those that stayed longer than



RN Rowena Lightfoot with the jar of enticing chocolates with facts on delirium screening.

This role empowered Rowena to improve the work environment and positively impact nursing, patient and organisational outcomes.

Spotlight on Releasing Time to Care

Releasing Time to Care (RT2C) is an evidence-based, continuous quality improvement program led by staff, having operated at Gold Coast Health since 2018.

The program empowers staff to ask questions about their practice, collect and analyse data, inform decision-making, eliminate waste, improve flow and simplify processes.

In 2022, RT2C underwent a mixed method evaluation to showcase a wide range of accomplishments, understand key enablers, and to identify barriers to success.

Outcomes of the mixed method evaluation

- 100 per cent of participants in a Nurse Grade 7 (NG7) Focus Group agreed that RT2C was a worthwhile journey, which led to many benefits from a personal and unit perspective.
- In the evaluation survey, nurses reported their two most valued activities included: redesigning workspaces (Well Organised Ward Module), and the frustration exercise used to identify issues.
- One NUM reported a boost in team morale. “The standout was definitely the way it brought the team together, and the improvement in team morale. It was huge. There were lots of little wins.”
- Another NUM stated that they learnt additional leadership skills. “RT2C provided me tools to address change, plan activities and apply quality processes on the ward.”
- One NUM was appreciative for the opportunity to inspire creative thinking. “I wanted to be a part of the program to inspire my team to think outside the box.”

Notable achievements

- Workshop collaboration and networking.
- Development of unique team visions to promote unit ambitions.
- Data gathering from frustration exercises, process mapping, activity follows to ‘know how we are doing’ and discovering the root cause of problems to better target solutions.
- Leader rounding to raise the profile of each unit, to acknowledge identified issues, and assist in rectifying them.
- Reconfiguration of workspaces to support efficiencies in workflow and safer care.
- Removal of excess waste, enabling charitable donations and cost savings.
- Compliance improvement with safety crosses and visual management of data.

I wanted to be a part of the program to inspire my team to think outside the box.



Removal of waste on the Infectious Diseases Unit (C1 West) during the Well Organised Ward module.



Clinical Facilitator (CF) Julie McGee and RT2C Program Manager Rebekah Edwards showcasing achievements with Ron Calvert (CE) during leader rounding at Robina Hospital (H3 East).



Compliance improvement being discussed on the Orthopaedic Unit (C6 East) at GCUH.



Professional Excellence

Improved process for managing when a patient dies

A new initiative aims to improve the management of the process when a patient dies at a Gold Coast Health facility by updating and digitising forms and processes, and improving resources for ward staff. This is part of the Care of the Deceased Redesign Future Focus initiative.

‘Black boxes’ are located on each ward, containing essential information and forms for staff to use when a patient dies.

The face behind this initiative is Nursing Director (ND), Cancer, Blood Disorders and Respiratory, Claire Oliver who is passionate about ensuring deceased patients and their loved ones are cared for with dignity, compassion and consistency. Claire acknowledges that every death is unique and people react in different ways. The Future Focus initiative guides staff through the next steps after a patient passes away.

“As well as providing essential information for staff on what to do when a patient passes away on the ward, we aim to digitalise the process, from when a death occurs at a facility to release of the patient to the funeral home,” Claire said.

These changes have improved communication and reduced manual and paper processes when patients die. This has brought a more person-centred and focused approach that is beneficial to staff, patients, the next of kin’s experience and reduced distress to loved ones.

This initiative ensures ward staff are aware of the correct processes and workflows following a death. Staff have access to information quickly and easily, and can replenish resources from the intranet. Toolkits are available online for staff and families.



Initiative Lead, Claire Oliver (ND), with the essential information and forms for staff to use.

Bernard’s skill benefits remote community

Southport Health Precinct (SHP) Sexual Health CN Bernard Longbottom collaborated with the Townsville Public Health Unit multidisciplinary team to travel to the remote community of Doomadgee, about 400km north of Mount Isa, to help reduce the prevalence of sexually transmitted infections (STIs) among young Aboriginal and Torres Strait Islander people. During this campaign the team screened more than 100 young people aged 15-29.

Bernie has extensive clinical knowledge and experience of running similar community clinics in Palm Island and Central Australia. His ability to work in a culturally sensitive manner meant that he was a valuable team member. Bernie’s secondment was supported by Nursing Director Stephanie Thompson, Clinical Nurse Consultant Brian Clarke and the wider Sexual Health team, without which this important sabbatical would not have been possible.

“These targeted screens in remote communities provide an opportunity for young people to be screened in a culturally safe, and private environment, potentially away from friends or relatives who may work in the local health service. It also provides thorough follow-up with timely treatments,” Bernard said.

“Being invited to participate in remote community screens also provides me personally with on-going learning opportunities about our amazing First Nations cultures and history,” he said.

STI disproportionately effects Aboriginal and Torres Strait Islander people and plans are in place nationally to reduce the number of people with syphilis, chlamydia and gonorrhoea. Remote area targeted screening is conducted in areas where there has been an identified increased incidence of STIs.



SHP Sexual Health CN Bernard Longbottom.

Providing the mental health 'LinQ' for students

The Ed-LinQ program has helped many Gold Coast school students to manage their mental health since 2008.

Ed-LinQ Coordinator /Clinical Nurse Consultant (CNC) Jessica Pike said the service supported schools in developing strategic partnerships to address a range of mental health issues.

“I connect the schools with relevant people and help to embed processes, as well as refer students to Child and Youth Mental Health Services and other Gold Coast Health services,” Jessica said. “The schools are doing a great job and are really focused on prevention, early intervention and wellbeing.”

Jessica said she loved having the ability to make changes, influence and support schools with change processes, as well as establish links between education, primary care and non-government organisation and mental health services.

“I visit local schools to talk about complex students who may need early intervention services for mental health concerns and conduct group mental health first aid training for staff and students.

“I’ve had feedback from schools that the service is wonderful and absolutely necessary, and we’ve now got relationships with schools that we never had before. It really is a great result.”



Ed-LinQ Coordinator, Jessica Pike.

The schools are doing a great job and are really focused on prevention, early intervention and wellbeing.

State award for prisoner care program

Our Watchhouse Emergency Nurse (WHEN) team won the Queensland Health Award for Excellence in the Connecting Healthcare category. The team, led by Dr Cathy Lincoln and Nursing Director (ND) Michelle Foster, collaborate with Queensland Police and the Queensland Ambulance Service.

The program provides health care for prisoners in custody, helping the police in their duty of care to prisoners.

WHEN nurses, from GCH emergency departments, provide primary care assessment, monitor vital signs, screen for intoxication or withdrawal from alcohol or other drugs, and manage acute injuries.

In collaboration with the forensic medical team, the triage competent nurses assess detainees to ensure they are fit to be managed in the watchhouse.

“The service improves the level of health care provided to prisoners, reducing the real risks associated with the custodial setting,” Cathy said. “At the same time, we are reducing unnecessary referrals to our emergency departments.”

The program started at Southport Watchhouse in 2014, and was extended to Beenleigh in 2021.

WHENs are rostered seven days per week, and provide a conduit between GCH, police, and ambulance services to ensure safe and appropriate care coordination between the hospital and the watchhouse.

The service improves the level of health care provided to prisoners, reducing the real risks associated with the custodial setting.



Watchhouse RN Brylee Wheeler is part of the award-winning WHEN team.

Above and beyond for Gold Coast University Hospital's smallest patients

Neonatal Nurse Navigator, Anne Dawbney is part of the paediatric team located in the Children's Outpatient Department at GCUH.

Anne was a presenter and driver of the November 2022 Newborn Care Unit (NCU) symposium. The event was attended by approximately 90 people from across Australia.

The event showcased initiatives delivered by our own nursing and Allied Health teams in the Newborn Care Unit.

16 key presenters covered a variety of topics. Anne presented a case study about a family that had been cared for by the nurse navigator service for 18 months and highlighted the benefits the family had received from this service.

Other presentations from NCU nursing staff included:

- **The Newborn Early Discharge Service (NEDS)** – for babies who meet criteria to go home early and have a nurse visit every two days to support feeding while still requiring some tube feeds in the home.
- **Discharge coordination** – showcased the support provided to families when taking their baby home after extended stays in the NCU.
- **Neonatal Nurse Evaluation and Treatment (NeoNET) clinic** – supports babies after discharge (up to 28 days of age) to decrease ED presentations. The babies must meet a set criteria to be seen in this clinic.
- **NCU NUMs** – showcased the move from the old hospital to GCUH, and the impacts on nursing staff and families.
- **Immunisations**
- **Intraventricular Haemorrhage Protection** – demonstrated the best nursing care to decrease the risk of Intraventricular Haemorrhage.
- **Culture and teamwork**
- **Research and QI projects within NCU.**

“It's important that we share with our health colleagues the experiences and progression made in this space,” Anne said.

Feedback from the day was positive with several staff commenting that they had no idea about what the Nurse Navigator role entailed, despite being part of the service.



Midwifery Navigators supporting vulnerable women

Sophie Shipplock and Bee Schaeche are Midwifery Navigators for Gold Coast Health. They form close relationships with pregnant women, and are there to provide guidance and streamline their experience. For Sophie and Bee, continuity is the best model of care a woman can have during her pregnancy, especially for those experiencing hardships.

Sophie specialises in caring for pregnant women with complex medical diseases, high-risk obstetric complications or complex fetal anomalies requiring dedicated support.

“In one year, I supported 140 women throughout their pregnancies. This included women with chronic health conditions like type 1 diabetes, some who fell pregnant whilst receiving chemotherapy or others who were diagnosed with some form of cancer,” Sophie said.

“My job is to coordinate care, appointments and implement multifaceted pregnancy management plans for women that use our service.”

Bee Schaeche works with our Millerrri-Nyumberlian Midwifery Navigator service. The service provides care and education throughout pregnancy and in the postnatal period for women with specific health needs in the community, which may include women with a history of significant mental health issues or a trauma background.

“It's rewarding knowing that we're making a positive difference. We're listening to women and tailoring their care to their specific needs. This has shown to result in better outcomes for the woman, for her baby, for their family and therefore their community.”



Midwifery Navigator
Sophie Shipplock.

Millerrri-Nyumberlian Midwifery Navigator,
Bee Schaeche.

“It's rewarding knowing that we're making a positive difference, we're listening to women and tailoring their care to their specific needs.”



Diversity & Inclusion

Leading First Nations group supports Aboriginal families

It's important that Aboriginal and Torres Strait Islander women feel safe and understood, that they can access the information they need, and receive medical care throughout their pregnancy journey.

To achieve a holistic and supportive approach to care, the Waijungbah Jarjums Group Practice provides culturally safe birth services to Aboriginal and Torres Strait Islander women on the Gold Coast. Waijungbah Jarjums, meaning 'place of mother and children', is a co-designed mode of care, built with Aboriginal and Torres Strait Islander families through partnerships with the local community and organisations.

Megan Jenkins is a Registered Midwife who provides comprehensive birthing support to our Aboriginal and Torres Strait Islander mothers and their children.



Waijungbah Jarjums at NAIDOC Walk.

“We’re providing continuity of care over the first 1000 days from conception, up to two years of age. Through our midwives, child health nurses, social workers, and health workers, we’re providing a holistic and supportive service,” Megan said.

In the past year, Waijungbah Jarjums has expanded from 10 identified staff members to 30 Aboriginal and Torres Strait Islander midwives, student midwives, nurses, health workers, social workers and administrative staff. This enables the service to provide support until the baby is five years old.

Waijungbah Jarjums support includes but is not limited to:

- Antenatal and postnatal education
- First Nations-led hypnobirthing course
- Breastfeeding support
- Child health assessments
- Cultural connection and yarning circles
- Welcome to Jarjum to community events
- Home visits or care in a location that suits

Have you heard of hidden disabilities?

These are hidden disabilities without physical signs that can impact on people and make daily life harder.

This initiative was created in 2016 by the accessibility team at Gatwick Airport (UK), after they realised many of their disabled travelers weren't receiving the support they needed, as they didn't "appear disabled". This made flying painful and stressful, and deterred many disabled travelers from air travel altogether.

Safety and Quality Coordinator, Tracey Hunt, lobbied for the health service to adopt this initiative having seen its benefits at Brisbane Airport.

Tracey identified that this would be so beneficial for people with hidden disabilities who are trying to navigate the health system. Healthcare is also a complex system, and our community need support to navigate the complexities.

Patients and their carers with hidden disabilities can wear a green Sunflower lanyard when interacting with the health service.

The lanyard alerts staff that a patient or carer may require a helping hand, support, or additional time to understand.

The sunflower symbol triggers staff to ask a simple question, “How can I help you?” This will bring focus to the support or understanding the person needs.

Some staff will also wear a white Sunflower Lanyard – these are our GCH sunflower supporter heroes, with specialist knowledge to lead, support and raise awareness about the initiative. Children's Emergency Clinical Nurse Consultant (CNC) Lucie Scott led the rollout in her work area.

The bright sunflower lanyard is a prompt, reminding us that people's needs may be vastly different and not always obvious, but we can always choose to be kind.



Lucie Scott ED CNC, a GCH sunflower supporter hero.

A step forward in inclusive recruitment

Gold Coast Health welcomed new Assistants in Nursing (AINs) living with disability, to support the COVID-19 screening desks at Gold Coast University Hospital and Robina Hospital.

This was a milestone for inclusive recruitment in supporting and promoting the importance of disability employment in the nursing profession.

NUM Samara Ellem said it was a wonderful opportunity for the new staff who are great assets to the team.

“I have seen how important and life changing this opportunity has been for them and I would encourage other leaders to recruit inclusively too.”

Diversity and Inclusion Advisor Jed Shiels credited his colleagues for their commitment and dedication to the initiative.

“This recruitment came from a simple idea and the commitment of Paula Duffy (ED NMPE), Assistant Director of Nursing (ADON) COVID Response Kim Evans and Samara Ellem,” Jed said.

“The first step to achieving diversity and inclusion is for leaders to consider a different recruitment strategy. People with disability make up 20 per cent of our community and yet often this talent pool is completely overlooked.”

“We cannot change our workplace culture without the role of inclusive leadership.”



Pictured left to right: Emily Moore (AIN), Samara Ellen (NUM), Amanda Peisker (AIN) and Ian Langdon (GCHHS Board Chair).

The first step to achieving diversity and inclusion is for leaders to consider a different recruitment strategy. People with disability make up 20 per cent of our community.

Nurses support a whole-of-school approach to diversity and inclusion

Richelle Mitchell (CN), a School-Based Youth Health Nurse (SBYHN), has worked in partnership with Miami State High school to support the school achieving a whole-of-school approach to diversity and inclusion. Initiatives include the implementation of gender-neutral bathrooms, LGBTIQAP+ peer support groups and a comprehensive inclusion and diversity policy.

Richelle has held staff education sessions at the school and has facilitated staff training through True Relationships and Reproductive Health (TRUE) for the school leadership team.

A core part of the whole-of-school approach to diversity and inclusion was to facilitate sessions with parents and the wider school community. At the first event Richelle, other members of the SBYHN team and invited presenters, discussed the importance of allyship, support services and LGBTIQAP+ education.

This initiative is one step closer to creating safe and inclusive environments for young people to feel valued, supported and empowered.

This session demonstrated a wonderful partnership and collaborative initiative between the SBYHN team, the school Guidance Officers, School Principal and administration, Child Youth Mental Health Services (CYMHS), Headspace and PFLAG+ (a volunteer-based organisation offering support to parents, guardians, carers and friends of the LGBTIQAP+ community).

As a result of the successful pilot of the parent program, information sessions will be held annually.

This initiative is one step closer to creating safe and inclusive environments for young people to feel valued, supported, and empowered while supporting the strategic objectives of the SBYHN team.



From left to right: Richelle Mitchell and Lizzy Burke (SBYHNs), Jade Mirabito (Headspace) and Jess Pike (CYMHS EdLinQ Coordinator).



Learning Culture

Clinical Nurse acknowledges opportunity to broaden skillset during pandemic

Lucy Wooles is a CN on the Vascular Medical ward (C3 East) at GCUH. She has been working at GCUH for approximately seven years, starting in her graduate year before working her way into a CN position.

“Vascular patients have highly complex needs, so we often care for a variety of patients with many overlapping needs. Surgical patients often stay with us for a longer period, and it can be really satisfying when we are able to heal complex wounds for these patients,” Lucy said.

Lucy embraced the opportunity to upskill in the Intensive Care Unit (ICU) during the COVID-19 pandemic.

“I loved that I could bring back some of that knowledge and critical care skills that I learnt to C3 East,” said Lucy.

“We’re dealing with such high acuity on the wards, so it’s important to be able to bring skills back. The ability to mentor junior staff is a real privilege.”

Lucy wanted to acknowledge the opportunity to broaden her skillset.

“Our NUM, Michelle McLeod, encourages us to work to our full scope as Registered Nurses and that includes taking blood, cannulating, and reading pathology results to broaden our skillset. This is something I’m so grateful to have experienced,” she said.



Lucy Wooles, CN, loves that she had the opportunity to upskill in the ICU during the COVID-19 pandemic.

“We’re dealing with such high acuity on the wards, so it’s important to be able to bring skills back. The ability to mentor junior staff is a real privilege.”

Upskilling the nursing workforce

The Nursing and Midwifery Support Unit (NMSU) is offering a Transition Support Program (TSP) allowing Registered Nurses the opportunity to develop their confidence and competence to provide quality care relating to their chosen specialty area of practice. Upon successful completion, nurses will receive advanced standing at a participating tertiary institution as credit towards two subjects for post graduate qualifications.

This opportunity is available to all RNs seeking to improve their clinical knowledge and practice.



Registered Nurses Aleah Butwell, Grace Jeffkins, Ashleigh Perry, Elaina Vanderburg and Isabella Way are participants of the NMSU TSP, with Nurse Educator Daniel Fulkco.

The first round of TSP commenced in the NMSU in June 2022. On a daily basis, RNs working in NMSU are exposed to changing clinical settings and patient cohorts. This is an excellent opportunity to provide career progression pathways within the NMSU, including clinical skill development.

Abigail Lopez, an Acute Care TSP participant, says the theoretical and practical training aligned with current clinical practice, and was a great refresher.

“The program allowed me to revise prior knowledge and skills learnt during my graduate year. I’ve improved significantly,” she said.

Gold Coast Hospital and Health Service offers a range of TSPs in a variety of general and specialty areas including:

- Acute Care
- Cardiac Nursing
- Community
- Emergency
- Gastroenterology
- ICU Adult
- Mental Health
- Neonatal
- Paediatrics
- Perioperative
- Rehabilitation
- Renal

Providing Fundamental Care with students

During August 2022 an exciting pilot was launched that focused on employing 75 Undergraduate Students in Nursing (USINs) on a casual basis.

The USIN works alongside a Registered Nurse to undertake delegated fundamental care. This includes assistance with daily living activities. The USIN provides one-on-one care, working with older people with cognitive impairment, and other patients who require continual support in a Fundamental Care Delivery Model.

This was also an opportunity to create a clear pathway for First Nations students, while supporting Gold Coast Health's commitment to increase the number of First Nations nurses and midwives across the service.

The Fundamentals of Care Framework helps guide health care workers to ensure that quality and fundamental care are provided to patients when they are in hospital. Seven wards participated in the trial and USINs were allocated to work across: C1 (Acute Medical), H1 East (Specialist Medical) and MAU (Medical Assessment Unit) at Robina Hospital, and B5 South (General Medical), C1 West (Acute Specialist Medical), C3 East (Vascular Medical) and C3 West (Renal Medical) at GCUH.

The evaluation of the program has found that the USIN model is acceptable, practical and effective, with USIN numbers not yet meeting the demand and requests for USINs. It is expected that USINs who graduate as RNs and come to GCH as newly qualified nurses (NQNs), will have outstanding skills in fundamental care and person-centred care.



Students KaYing Liu and Jacqueline Peterson who were part of the USIN program.

The Fundamentals of Care Framework helps guide health care workers to ensure that quality and fundamental care are provided to patients when they are in hospital.

Our COVID-19 stars



COVID-19 Virtual Ward staff.

At the peak of the COVID-19 surge, Amanda Issel, Acting NUM of the COVID-19 Virtual Ward, and her team, were triaging approximately 500 admissions a day and delivering Telehealth calls to up to 800 COVID-19 patients; with a total number of patients exceeding 8,000.

Amanda says the staff of the Virtual Ward made the health service proud with the amount of hard work put in.

"All of the Virtual Ward staff, and all those who came from other areas within the health service, worked hard to deliver care to our patients without specific training, at short notice," Amanda said.

"We have had up to 250 staff working with us, some for only one or two shifts, while others were with us throughout the whole surge. The staff who joined our team ranged from doctors from all departments, Assistant Directors of Nursing, Nurse Unit Managers, Educators, Audiologists and nurses from a multitude of areas with varying experience. It's been a whole of health service effort to get through this together," Amanda said.

All of the Virtual Ward made the health service proud with the amount of hard work put in.

Paula Duffy (ED NMPE) says she is incredibly proud of the care the frontline COVID-19 teams have delivered, including the Virtual Care team.

"The Virtual Care team have really been at the forefront of managing our COVID-19 patients at home during the pandemic. The volume and quality of care they provided was utterly amazing and I am so incredibly proud of the work of the whole team," Paula said.



Research & Innovation

Annual grants for researchers

Professor Julia Crilly and Julie Cussen's research studies were awarded Gold Coast Health Collaborative Research Grants as part of the annual Research Showcase.

Professor Julia Crilly received the research grant based on her work on the Mental Health GAP training of Healthcare Providers in the Emergency Department: A feasibility and acceptability study of an adapted intervention.

"Providing compassionate, appropriate, and quality care to people presenting in crisis and with complex mental health needs is challenging in the Emergency Department environment," Julia said.

The project aims to develop the mental health literacy of frontline Emergency Department staff, improve attitudes to mental health and enhance the care of people with acute mental health needs.

Julie Cussen, Nurse Researcher, received the research grant based on the TOGETHER: Families Matter research project. The aim of this research is to explore the inclusion of families in a person-centred care (PCC) approach to healthcare.

"At Gold Coast Health person-centered care is embedded in the Always Care Philosophy which is central to everything we do," Julie said.

The inclusion of families as part of PCC enacted in the context of the acutely unwell hospitalised adult, who represent over 80% of all persons hospitalised in Australian public hospitals, is not well understood in the literature.

"Without the support of the GCH Collaborative Research Grant Scheme, we would not be able to do a project like TOGETHER and would not be able to develop our research capacity and culture as effectively as we do," Julie said.

Julie sees TOGETHER as a team endeavour.

"A lot of time and effort goes into the preparation of a grant. It was an idea that evolved into an amazing project. I am thrilled and humbled to receive the Gold Coast Health Collaborative Research Grant."

The research grant scheme provides support up to \$100,000 for research projects of one to three years' duration.



Nurse Researcher Julie Cussen (fourth from right) and Professor Julia Crilly (seventh from right).

Smooth discharge for complex surgical patients

The Gastroenterology unit (C2 East) at GCUH has developed a model of care for discharge-ready patients with complex surgical needs resulting in increased patient satisfaction.

The Care Coordination Nurse (CCN) is critical in ensuring each patient has a relevant, holistic and tailored discharge plan, which begins the day patients are admitted.

The nurse-led model, developed over two years, has successfully been implemented by Leah Ferronato with the support and guidance of C2 East NUM, Jo-Anne Doyle.



NUM Jo-Anne Doyle (left) and CCN, Leah Ferronato (right).

"The CCN is responsible for all discharge planning including communication with stakeholders, health providers and clinicians ensuring adequate support exists in the community and attending to patient education for those with more complex needs," said Leah.

"The role has assisted in alleviating the workload of nurses allowing for more time to care for patients and resulting in increased patient satisfaction."

C2 East has developed a model of care for discharge-ready patients with complex surgical needs resulting in increased patient satisfaction.

Telehealth breastfeeding classes

Mothers are now able to access Telehealth breastfeeding classes from the comfort of their homes. This initiative was developed during the COVID-19 pandemic, when in-person classes were cancelled due to social distancing guidelines.

Virtual classes are more accessible to mothers and their partners, at a time when their baby may be in the Special Care Nursery, or when they just want the privacy and comfort of their own room, according to Lactation Consultant Janelle Saunders.

“The classes are run by expert Lactation Consultants at 9.30 am daily at the GCUH Maternity Inpatient Unit. The online format also provides mothers with the option to join the class as often as they need to, using a link,” Janelle said.

“We initially didn’t know how we would educate our new mothers without being in the classroom, but Clinical Informatics and Telehealth Support Officer Tanith Dixon helped us to start using Telehealth, which has enabled parents to continue receiving vital information.”

Many of the parents using the classes have expressed their gratitude for the support provided.

“They are saying how thankful they are to re-learn for their second or third child,” Janelle said.

“The classes aren’t just for first-time mothers because even if they have breastfed before, feeding a newborn is always different and they forget how different it can be.”

We initially didn’t know how we would educate our new mothers without being in the classroom. But, Clinical Informatics helped us to start using Telehealth, which has enabled parents to continue receiving vital information.



Lactation Consultant Janelle Saunders.

Smarter mask fitting set to save time and wastage for nurses

Innovative software has revolutionised Quantitative Fit Testing, a task that has played an important role in protecting GCH staff during the COVID-19 pandemic.

The quantitative fit testing method has been utilised at GCUH for a considerable time, and during 2022 the organisation purchased four additional machines to assist in the fit testing process.

Lisa Wright, Nurse Educator, has been assisting with GCH’s Fit Testing services since January 2022.

“These machines allow staff to be tested using quantitative fit testing, which is an objective method,” Lisa said.

The Artificial Intelligence (AI) tool known as Mask Helper is used alongside the quantitative method, gathering biometric data, with the goal of reducing mask wastage and improving efficiency in the future.

Using the AI tool for facial imaging increases the chance of choosing the correct mask from a nine per cent random selection to a 52 per cent selection, reducing the consumption and cost of Personal Protective Respirators (PPR) during the Quantitative Fit Testing process.

“Our nurses and midwives are often in close contact with unwell individuals and are exposed to airborne pathogens. When our nurses are sick, this impacts our workforce and overall delivery of care to the community,” Lisa said.

Like all healthcare practitioners, Lisa believes it is crucial to remain updated with best practice based on current evidence to optimise caring for the community. The quantitative fit test method in conjunction with the AI technology supports infection control processes which are vital in healthcare.



Facial recognition software that has revolutionised Quantitative Fit Testing.



Healthy Environment

H3 East puts the 'Tea' in team

Orthopaedic Ward (H3 East) staff at Robina Hospital were honoured for their work in building team culture.

CE Ron Calvert attended an afternoon tea for the team, a reward that demonstrated a great outcome from the Going for Gold Staff Survey.

Clinical Facilitator (CF) Julie McGee said H3 East staff earned their reward by accessing the Always There Peer Support Program to lift team culture, raising morale while reducing the incidence of sick leave. This was one of the team's actions in its Continuous Improvement Action Plan (CIAP), responding to staff feedback from the survey.

The Always There Peer Support Program is a confidential support service, with trained responders available to help staff feel safe, calm, and connected when a workplace incident occurs. CIAPs are developed by every work unit across our health service, driving significant improvements to our organisational culture.



From left to right NQN Azalea De Lemos, NUM Liz Smith and CF Julie McGee with CE Ron Calvert.

H3 East Staff earned their reward by accessing the Always There Peer Support Program to lift team culture, raising morale while reducing the incidence of sick leave.

Mylie Campbell raises money for a cause close to her heart

Every Christmas since 2015, Emergency Department RN Mylie Campbell has raised money for a cause close to her heart – domestic violence.

"I've often seen victims of domestic violence (DV) come through the emergency department. As health workers, we're on the frontline, and I think we can really make a difference," Mylie said.

"I started fundraising in 2015 after the horrific death of DV victim Tara Brown. That really affected me and pulled at my heartstrings as we lived on the same street at the time. I started raising money for people like her."

"Over the years, I have sold Christmas scrub tops, held raffles, and even shared Krispy Kreme doughnuts. The funds raised go to the Gold Coast Domestic Violence Prevention Centre (GCDVPC), which provides support, resources, and counselling to victims."

Mylie joined forces with Kathleen Norman from Transformation Delivery, selling handmade soy candles to promote 'shedding light' on the systemic issue of domestic and family violence in our community.

The duo sold 470 candles and raised a total of \$4643.65 which was donated during May 2022, for Queensland's Domestic and Family Violence Prevention Month.

The money raised and donated to GCDVPC last year, by Mylie and staff, is the single largest donation made to GCDVPC through fundraising and puts Mylie's total since 2015 at over \$15,000 raised.



Emergency Department RN Mylie Campbell (left) and Kathleen Norman (right) have raised money for domestic violence.

Strategies to prevent hospital-acquired delirium

Eat Walk Engage is a state-wide, evidence-based delirium prevention program. It focuses on, but is not limited to, nutrition, early mobility and meaningful engagement. These strategies help to prevent hospital-acquired delirium, reduce functional and cognitive decline and minimise other hospital-acquired complications. The program also encourages all health care professionals to listen to patients and their carers to help provide age- friendly care.

Every Wednesday morning, CN Polly Donley, along with her team at Robina Hospital, hold activities like painting and drawing designed to bring patients out from their rooms.

“The patients have told us that the activities have provided a distraction to the monotony of a hospital day. They have also reported an improvement in their mood.” Polly said.

The team has also observed an increase in nutritional intake when people come together and eat.

Eat Walk Engage supports hospitals to be older-person friendly through engaging older consumers and carers, improving team communication, empowering local leadership, supporting education and training, and advocating for environmental redesign.



CN Polly Donley, Facilitator for the Eat Walk Engage program.

The patients have told us that the activities have provided a distraction to the monotony of a hospital day. They have also reported an improvement in their mood.

Supporting staff to reflect and process experiences with patients

Working with complex care patients can, at times, bring its own unique challenges.

This can impact health professionals in various ways, including stress, burn-out or mental exhaustion, compassion fatigue, traumatic experiences and counter-transference.

To help address this in the Robina Hospital Complex Management Unit (CMU), reflective practice sessions have been introduced and are supporting staff to reflect on, and better process, their personal experiences with patients.

What started as a once-a-month trial, soon became fortnightly sessions to accommodate staff to improve their own well-being and patient care.

“We focus on increasing staff understanding around counter-transference and their own emotional experience within the work environment and its related challenges.”

The informal and confidential sessions are facilitated by Senior Clinical Psychologist Jappan Sawhney, who says the purpose of the sessions are two-fold.

“We focus on increasing staff understanding around counter-transference and their own emotional experience within the work environment and its related challenges,” Jappan said.

Jappan and her team are developing self-reflective skills for staff to become aware of their own emotional responses and their impact on interactions with patients and other staff.

“The sessions are an effective way to develop reflective practice skills to reduce staff burn-out and stress, and reduce compassion fatigue for our staff,” Jappan said.



RN Eliza Macmillan, RN Bindu Sunny, RN Louise Allen, EN Marites Stead and Psychologist Jappan Sawhney from CMU.

2022 Nursing and Midwifery Professional Recognition Program

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

Registered Nurse Level

Anika Van Der Velde
 Archana Srinivasan
 Cal MacKinnon
 Jane Thomson
 Jessica Buldurs
 Joshua Obedozo
 Julie Spiga
 Laura Ross
 Madeline Corfield

Nicole Mauger
 Sheila Mehmedovic
 Staci Jarvis
 Suzanne McKay
 Vernon Armstrong
 Wendy Kair
 Yasamin Mashali
 Yen Nguyen

Expert Level

Greer Stewart
 Lisa Woods

Enrolled Nurse Level

Naomi Mitchell

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; Empower; Compassion; and Excellence.

Congratulations to our 2022 GCH Golden Gala Award recipients:

Excellence

Dr Victoria Cottam – Manager, Clinical Trials Service

Respect

Corrina Gallagher – Nurse Unit Manager, Oncology Inpatient Unit 23 Hour Ward Robina Hospital

Compassion

Lorraine Bublitz and Dr Joanne Kerri – Kidney Supportive Care

Nursing and Midwifery Scholarships

Nursing and Midwifery Scholarship Recipients (Funded by Gold Coast Hospital Foundation GCHF and Gold Coast Health Past and Present Nurse and Midwives Association).

Amy Keating – Nurse Unit Manager, C1 East GCUH
Amanda Williams – A/Associate Midwifery Unit Manager, Midwifery Group Practice Maternity Services
Judith Rodwell – Registered Nurse, Mental Health
Lucy Uther (Bills) – Nurse Educator, Emergency Department
Jane Browne – Clinical Nurse, Newborn Care Unit
Ella van de Velde Fidock – Nurse Practitioner Trainee & Clinical Facilitator, Emergency Department GCUH
Lilian-Marie Smith – Registered Nurse, H3 East Robina
Sarah Hall – Clinical Nurse, Children’s Hospital in the Home

Nursing and Midwifery Excellence Awards

Congratulations to our 2022 GCH Nursing and Midwifery Excellence Award recipients:

Kelly Ruming Amy Enderlin Excellence Award – Assistant in Nursing
Nicole Johnston Amy Enderlin Excellence Award – Enrolled Nurse
Deborah Corry Amy Enderlin Excellence Award – Registered Nurse
Louise Holmes Anne Baker Midwifery Award
Lisa Woods Elizabeth Moore Community Nursing Award
Valerie Slavin Juanita Hynes Nursing and Midwifery Award
Anna Davey Karen Wallen Education and Research Award
David Pinchin Mental Health Award



Kelly Ruming



Deborah Corry



Nicole Johnston



David Pinchin



Anna Davey



Valerie Slavin

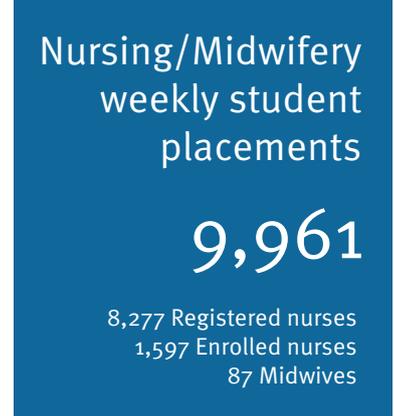
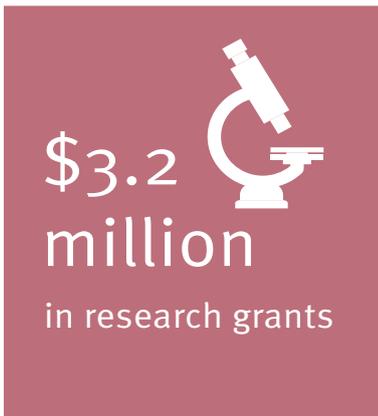


Lisa Woods

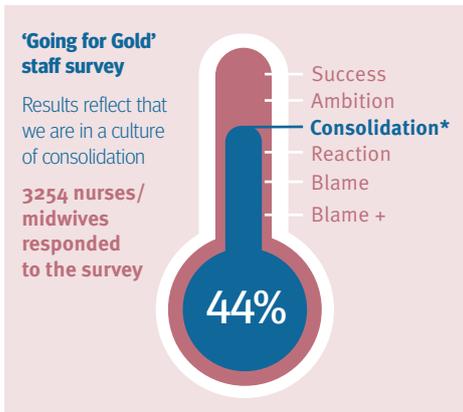


Louise Holmes

Our year in numbers



Comparing ourselves...



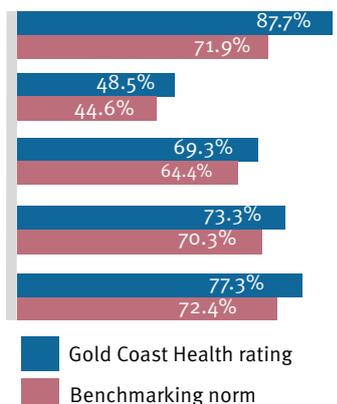
The people I work with put into practice the value Community First

The organisation provides good development and career opportunities for its nurses/midwives

My manager displays a constant diligence to continually find a better way to do things

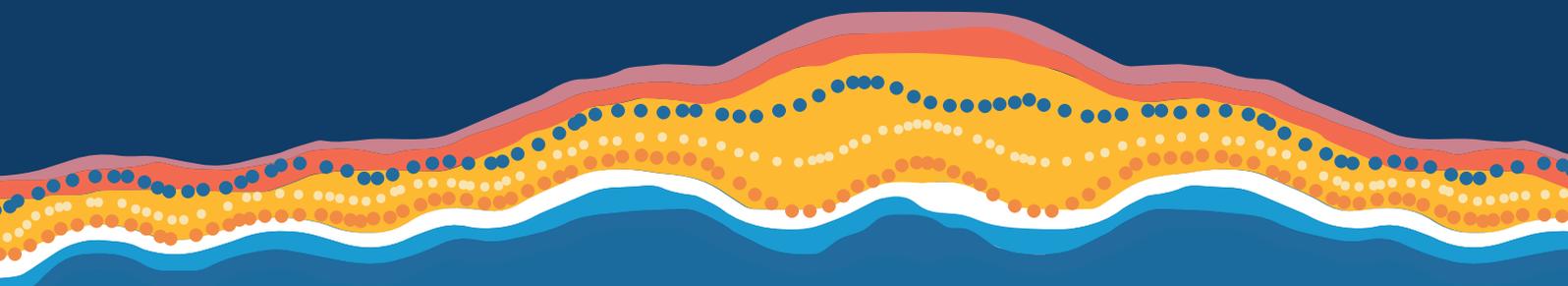
In my work unit, most of the nurses/midwives have confidence and trust in the manager

In my work unit, employees are actively encouraged to look for new and better ways of managing patient safety and quality of care



Your experience and expectations Patient survey results conducted during 2022

- 95%** Satisfied with overall quality of most recent visit.
- 92%** Most important expectations were consistently met.
- 98%** Nurses/midwives treated me with courtesy and respect.
- 97%** 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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