

Gold Coast Health

Year in review 2016–17



About Gold Coast Health

Gold Coast Health is one of the fastest growing health services in Australia, operating 20 facilities and delivering a broad range of services across the region.

Our facilities include the Gold Coast University Hospital (GCUH) and Robina Hospital – comprising more than 1150 inpatient beds – as well as Southport and Robina Health Precincts.

The Gold Coast community is diverse in culture, age, socio-economic status and healthcare needs with more than 593,000 people who depend on Gold Coast Health for their healthcare needs.

Gold Coast Health currently employs more than 8900 staff, making it the city's largest employer.



Our vision

Gold Coast Health will be recognised as a centre of excellence for world class healthcare.

Our purpose

Providing excellence in sustainable and evidence-based healthcare that meets the needs of the community.

Our values

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

Message from the Board Chair



Gold Coast Health has steadily increased the range and complexity of locally provided health services thereby reducing the need for patients to travel to Brisbane for these services.

It has transitioned from a significant regional health service into a major national supplier of advanced healthcare increasingly

recognised for its excellence in service delivery, innovation and research.

We are now attracting applications for staffing positions from internationally recognised clinicians – thus the momentum towards international excellence is well underway. The robust partnerships we have with the university sector further enhance this momentum.

Gold Coast Health is under the starter's gun for the Gold Coast 2018 Commonwealth Games in April with comprehensive planning underway to ensure our community receives a consistent level of quality care while we also manage the responsibility of being the designated hospital for the Games.

We are working closely with other agencies and the Commonwealth Games team to ensure that we deliver a safe and seamless event.

In my position of Chair I have noted with pride an evolving culture that embraces diversity and inclusion not as an obligation but as a benefit to the organisation and to the community. Ongoing and exciting extensions to employment opportunities will be created for individuals with disabilities and those from disadvantaged sectors of the community. The community will increasingly recognise Gold Coast Health as an organisation that cares as well as one which provides care.

Focus on patient care has always been our primary objective so timely access to healthcare and excellence in clinical service during care delivery are closely monitored. Gold Coast Health's performance in access and care provision is a source of pride to the organisation and a credit to the staff who deliver the care and maintain the facilities in which we operate.

Ian Langdon

Our achievements

Record reduction in long waits

A program to transform specialist outpatient services is producing outstanding results for patients.

The two-year initiative was designed to reduce long waits, enhance value and create sustainable services for the future through a system-wide approach and engaged clinicians.

In the ear, nose and throat specialty, doctors reviewed 802 long wait Category Three patients. 19 per cent were able to be removed from the waitlist and of the remaining 81 per cent, three per cent were re-categorised.

A similar approach to 201 orthopaedic Category Three patients led to 18 per cent being able to be removed from the waitlist.

Across all of specialist outpatient services, the number of patients waiting more than two years for their initial outpatient appointment fell from 342 at 30 June, 2016, to one at 30 June, 2017.

Gold Coast Health also recorded its lowest number of ultra-long waits in more than four years, with one patient in this category as at 30 June, 2017.



Health service in spotlight

Gold Coast Health featured in a reality television series which showcased the world class care delivered by our staff.

Gold Coast Medical aired on Channel 7 and featured the expertise of surgeons, paediatric staff specialists, the trauma team, midwives and more.

It captured many examples of the diverse health service at its best and staff clearly demonstrated the Gold Coast Health values of compassion, integrity, respect and excellence.

International interest in the Gold Coast has been generated, as the documentary series has been showcased to audiences in the United Kingdom and Europe.



Emergency care continues to grow

GCUH has the busiest Emergency Department (ED) in the state and the second busiest in Australia. In this financial year there were 103,709 presentations to the ED at GCUH and 60,417 presentations to ED at Robina Hospital. Overall Gold Coast Health received a record 164,126 presentations.

The increase in emergency patients is coupled with more trauma patients and more complex injuries, creating some challenges for clinicians and nursing teams to deliver timely care for patients and quality health outcomes.

Gold Coast Health recorded a National Emergency Access Target (NEAT) of 78 per cent, meaning almost four out of five people had completed their total care in ED within four hours of arrival.

The Queensland NEAT target is 80 per cent, a target established in 2016 after clinician-led peer reviewed research.

Nation's first Neurodevelopment Exposure Disorder service

Gold Coast Health is now home to Australia's leading centre for the diagnosis and intervention of Fetal Alcohol Spectrum Disorder (FASD) with the launch of the Neurodevelopment Exposure Disorder (NED) Service. Disorders such as brain abnormalities, low birth weight, distinctive facial features, heart defects, behavioural problems and intellectual disabilities can occur in childhood when the fetus is exposed to drugs or alcohol.

The NED Service was granted an initial \$1 million in joint funding from Queensland Health and Gold Coast Health.

When fully operational, the diagnostic service will employ specialists including a psychologist, speech pathologist, physiotherapist, occupational therapist, paediatric specialist and nurses.



Healthcare through a cultural lens

Gold Coast Health is committed to the Queensland Government's mission to Closing the Gap in life expectancy of Aboriginal and Torres Strait Islander people and the non-Indigenous population by 2033.

The health service is achieving this by building a culturally responsive workforce and implementing best practice and outcome-focused systems that apply a cultural lens.

We continue to make significant positive strides in patient care, while recognising that there is still a great deal of concerted and collaborative effort required to address health inequality for Aboriginal and Torres Strait Islander community members.

The health service recently established a Nurse Navigator role to focus on chronic disease complex care specifically for Aboriginal and Torres Strait Islander health. It also employed the first Aboriginal Midwife as part of the Midwifery Group Practice program, providing culturally appropriate continuity of care for pregnant women and their families.

These positions, together with culturally safe spaces such as a birthing suite wrapped in Aboriginal artwork (pictured below), make a positive impact on Aboriginal and Torres Strait Islander community members' experience of Gold Coast Health.

Workforce diversity

Gold Coast Health embraces the diversity of its people and is committed to building a workforce that equally reflects the diversity of the community it serves.

A Diversity and Inclusion Strategy has been launched and the health service has already made progress, partnering with EPIC Assist to provide roles for a number of visually impaired candidates and work placements for others.

In January 2017, Dinesh Palipana (pictured above) became the first quadriplegic medical intern in Queensland when he commenced his internship with Gold Coast Health.

Record 5000 births

GCUH surpassed 5000 births in a calendar year for the first time in 2016.

The milestone birth arrived on 24 December at 6.23pm, with mother and child discharged in the early hours of Christmas morning to enjoy Christmas at home.

Demand for the health service's full range of antenatal, birth, postnatal and neonatal care for women and their families has been growing on the Gold Coast.

There has been a significant increase in women choosing to give birth at Gold Coast University Hospital due to its modern and attractive birthing suites, skilled staff and exceptional level of care.

A total of 5129 babies were born at GCUH in the 2016–17 financial year.



The importance of engaging our community

Gold Coast Health values the ideas and opinions of the Gold Coast community.

Our community and consumer engagement program supports:

- improving the safety and quality of services through consumer feedback and involvement
- managing public healthcare expectations and diversity by including patients, the community and health partner providers in Gold Coast Health service education, planning and delivery
- fostering an environment of community awareness, pride and ownership in Gold Coast Health
- expanding engagement activities to promote Gold Coast Health as a world class supplier of healthcare.

Gold Coast Health includes consumers and their input in many facets of our service.

Consumer representatives and staff, including senior clinicians and executives are represented on committees to promote quality and safety activities, health service reviews, nutrition improvement, strategic planning and support of special projects.

Our year in numbers

Gold Coast Health delivers services to a population of over

593,209



5129
births

at Gold Coast University Hospital

164,126

Emergency Department presentations to Gold Coast Health hospitals



16,137

elective surgeries performed



1,201,845 outpatient appointments

Staff in our Paediatric Emergency Departments across our hospitals treated



7583

interpreter services delivered to patients

792
telehealth appointments completed

36,114
children



1549

home visits made by our midwives each month

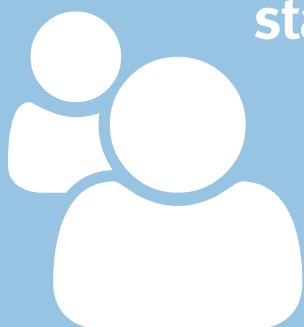


71%

of our staff are in clinical roles



8963
staff



962 new employees
in 2016-17



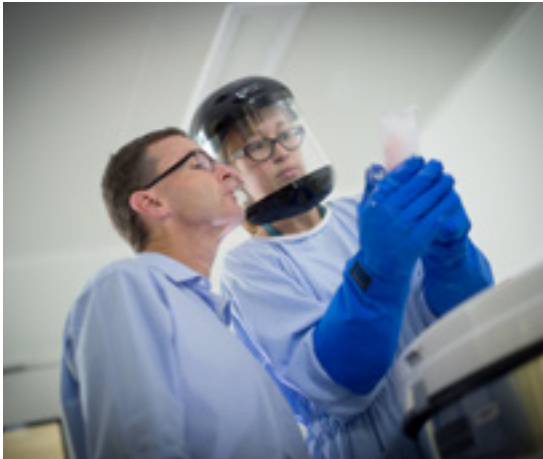
152

active research projects



Our future

Gold Coast Health has experienced huge growth in demand since 2012. The organisation is meeting this challenge head on and will continue to improve services for patients as well as becoming a world class facility by drawing on a culture of innovation and the expertise of staff. The Gold Coast Health 2016–17 Annual Report outlines many of the future plans for the organisation. The full Annual Report is available on our website.



Growth in research activity

Research activity at Gold Coast Health has continued to grow with staff involved in 152 research projects, contributing \$2.55 million to revenue and generating 318 peer-reviewed publications. This research activity was further demonstrated in the development of 40 national and 22 international research partnerships.

A research governance structure has been established to provide strategic guidance and operational support for research across the health service and a range of training initiatives to increase staff awareness and engagement in research has been developed. These key activities continue to drive high quality research and set the research themes for the future.

Flagship initiative

Gold Coast Integrated Care (GCIC) aims to improve care for patients with chronic disease and complex care needs through collaboration between general practitioners and hospital and health services.

GCIC has a chronic disease register of more than 85,000 patients identified as having conditions such as diabetes, chronic obstructive pulmonary disorder, chronic kidney disease, ischaemic heart disease and more.

GCIC, which began in 2014, is delivered in partnership with the Queensland Department of Health, Gold Coast Health and the Gold Coast Primary Health Network. In 2017–18 we will complete the pilot and broaden the program's scope to include other service areas.

Health and Knowledge Precinct

Gold Coast Health has engaged with local and international industries in relation to Asia-Pacific's emerging health and innovation hub, the Gold Coast Health and Knowledge Precinct (GCHKP). The 200-hectare precinct is a unique global business location for high-tech health and industry development, research collaboration and jobs of the future.

Gold Coast Health has partnered with the City of Gold Coast, Griffith University and the Queensland Government to facilitate the development of the GCHKP, the largest urban renewal project ever undertaken on the Gold Coast. The project is set to create 12,400 new jobs and generate gross value of \$2.9 billion for the city's economy.

Home to GCUH, co-located with world class Griffith University and the new Gold Coast Private Hospital, the GCHKP hosts the Gold Coast 2018 Commonwealth Games Athletes Village which will evolve into a vibrant \$550 million mixed-use community where people can live, work and learn.

Connect with us

For information on our services and facilities and to subscribe to our Community eNews visit our website:
www.goldcoast.health.qld.gov.au

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' from your social media account and look for our logo.

