

Gold Coast Health

Nursing and Midwifery
Year in Review 2020



I have previously noted that 2019 was a big year of change for our nurses and midwives. Little did we know then what 2020 had in store for us, with COVID-19 sparking the largest pandemic in living memory!

In February, shortly before the pandemic really took hold, we hosted Magnet appraisers from the United States to validate our work and determine we could be awarded Magnet recognition for superior quality in nursing and midwifery care.

It is the highest international honour for nursing and midwifery excellence, and we're proud to be Australia's first whole health service to receive this accolade. I commend our staff who have worked so hard over several years to bring it to fruition.

We barely had time to celebrate this significant achievement as our focus shifted to responding to COVID-19, and how magnificently you all rose to this challenge – from the early identification and careful management of the first COVID-19 patients in Queensland, through to establishing a ward fever clinic at short notice and building a dedicated fever clinic in just 10 days. All staff involved across our service are to be congratulated for adapting their daily routine, adhering to infection control practices and social distancing requirements with professionalism and skill.

The focus now shifts again, from response to recovery, as we roll out the COVID-19 vaccination program. We have moved quickly to vaccinate our front-line workers, followed by the rest of our staff and the wider community. Our nurses are again at the forefront of making this happen.

As always, I remain impressed by the agility of our staff to respond at a moment's notice to emerging circumstances, continuing to work with the utmost professionalism to ensure the continued running of a complex health service.

This annual review again puts a spotlight on the excellent work of our nurses and midwives, each contributing to the picture of our committed workforce and our 'Always Care' philosophy.

– Ron Calvert, Chief Executive



Welcome from our Professor of Nursing and Midwifery



2020 Year of the Nurse and Midwife. Who could guess what lay ahead of us at the start of the year? It truly has been our year! A week before four Magnet appraisers arrived from the US, we had our first five COVID-19 positive patients admitted to Gold Coast University Hospital. The Magnet site visit, from 3 to 6 February, was a highlight, and when I look back now, how fortunate it was that we managed to have the visit before international borders closed. On 29 April, Gold Coast Health received Magnet designation from the American Nurses Credentialing Centre. It was a very proud moment for our entire workforce. A big 'thank you' to Sam Clayton and the Magnet Team and all those who so positively contributed to the submission that brought us such a successful outcome.

As the pandemic spread globally and we realised its significance, our nurses and midwives embraced the challenges with grace, generosity, agility and resilience while adapting to new ways of practicing. For many, it meant up-skilling, preparing in case we would be hit hard here on the Gold Coast. Nurses and midwives welcomed this opportunity and introduced innovative ways of delivering care to the most vulnerable in our community. Fever clinics, hotel quarantine, HOME-C (a virtual service for COVID-positive patients being treated in their home), contact tracing in Public Health all became part of our lingo. Three Gold Coast Health nurses volunteered to help our colleagues in Victoria. Public Health also assisted Victoria with contact tracing. During the influenza pandemic in 1918, nurses were called courageous. I say the same is true today. They are our courageous heroes.

While all this is going on, our newly qualified nurses and midwives are advancing their careers by completing their transition year. Others have undertaken post graduate studies. Innovative models of care have been developed, such as Waijumbah Jarjums, a midwifery model for Aboriginal and Torres Strait Islander women and babies from conception to the first 1000 days, delivered by Aboriginal and Torres Strait Islander midwives.

Every day, you, our nurses and midwives, are making a difference in someone's life – no matter how big or small. You will our patients to live their lives to the fullest or die with dignity. You are their hope and comfort when they have pain or sorrow. This is the privilege we have as nurses and midwives. Believe in yourselves always and your ability to make an impact and create change. I know each of you are doing, and will do, great things. Be there for each other. Thank you for all you do.

– Dr Anita Bamford-Wade, Professor Nursing and Midwifery

How we became first Magnet-designated health service in Australia



In February 2020, we hosted a successful site visit with four Magnet appraisers from the United States.

Over four days, the appraisers met with more than 900 staff, visited 102 units across three hospitals and two health precincts and held virtual visits by video-conference with our community-based teams.

The site visit provided opportunities for staff to showcase the exceptional work they do every day caring for the Gold Coast community.

On 29 April 2020, Chair of the Commission on Magnet Recognition, Dr Jeanette Ives Erickson, announced our designation via teleconference, which was broadcast to staff across the health service.

It came four-and-a-half years after Gold Coast Health started the Magnet journey.

Jeanette said the vote had been unanimous to designate our health service as a Magnet organisation based, on the five exemplars that we had achieved throughout the Magnet designation process.

With this designation, we became the first whole health service in Australia to achieve Magnet Recognition®.

Other Magnet facilities in Australia are individual, stand-alone hospitals.

The five exemplars Gold Coast Health was recognised for were:

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

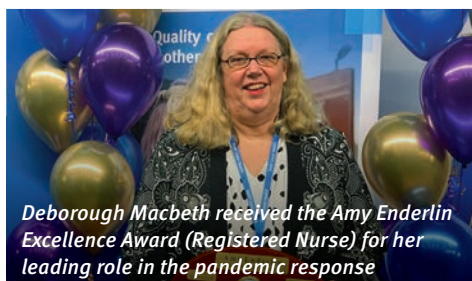
The Magnet Program is a credential reassessed every four years.

During the next four years, we will continue to build upon the momentum and enthusiasm of our initial Magnet designation and develop robust structures and processes to embed Magnet further into the way we do our work.



Gold Coast Health Nursing and Midwifery Executive Team celebrating Magnet success (l-r): Susan Rath, Tracey Bishop, Hazel Brittain, Matthew Lunn, Anita Bamford-Wade, Paul Nieuwenhoven, Lyn Armit, Diana Grice, Tracey Doherty, Chris Raftery and Samantha Clayton

Pandemic response first class thanks to nursing leader



Deborah Macbeth received the Amy Enderlin Excellence Award (Registered Nurse) for her leading role in the pandemic response

One of Australia's most experienced infection control nursing experts, Dr Deborah Macbeth, has played a leading role in Gold Coast Health's nursing response to COVID-19.

She provided expert advice on all infection control issues across the health service, including the establishment of fever clinics at Gold Coast University Hospital and Robina Health Precinct.

As the pandemic unfolded, Dr Macbeth maintained currency of COVID-19 case definitions and patient management information in line with changes to the national guidelines.

Her leadership was central at staff forums and planning meetings at all levels.

She provided direct support and education, including to clinical teams caring for COVID-positive patients.

Dr Macbeth managed our health service's personal protective equipment (PPE) use, including oversight of its allocation and assessment of PPE provided by suppliers outside the regular supply chain.

"My efforts have been supported, implemented and augmented by many fantastic people within our organisation, especially by the Infection Control and Infectious Diseases teams," Dr Macbeth said.

She has worked with Gold Coast Health since 1993 and has been Infection Control Assistant Director of Nursing since 2010.

Her extensive experience and academic research helped shape the design of our world-class infection control facilities at Gold Coast University Hospital (GCUH).

Dr Macbeth actively contributes to the community of infection control professionals through various roles in the Australasian College of Infection Prevention and Control.

Coordinated response starts with recruitment

A large range of initiatives across our nursing and midwifery services were implemented as part of our response to the COVID-19 pandemic.

More than 90 casual nurses and midwives were recruited, and 44 graduate registered nurses started in April, two months earlier than planned, to support potential staffing requirements.

Orientation and on-boarding sessions increased from fortnightly to weekly for almost three months, to accommodate the increased recruitment.

A total of 182 Gold Coast Health staff and 28 external nurses applied to join the biggest up-skilling of Intensive Care Unit (ICU) nurses ever undertaken by our health service. These included inpatient unit nurses, agency ICU nurses, ex-ICU staff, post-anaesthesia care unit nurses and casual pool nurses who up-skilled at both Gold Coast University Hospital and Robina Hospital ICUs.

In March, the Nursing and Midwifery Education and Research Unit and directorate Nurse Educators led the up-skilling strategy in the use of PPE.

PPE videos and poster resources were developed and/or updated for use across the health service. A significant number of simulated learning scenarios (interdisciplinary and across service lines) were delivered in a short timeframe under the direction of Dr Victoria Brazil and the Simulation Team.

As part of our commitment to our future workforce, we continued to provide nursing and midwifery student placements to avoid interruptions to student clinical programs and to maintain the pathway of the clinical workforce.

We provided as many third-year placements as possible to enable students to complete their qualifications as planned by December 2020.

Community-based student placements were cancelled, as much of the monitoring of patients became virtual and home visits were restricted to one person.

Some inpatient units were unable to accommodate student placements due to operational changes, so a night duty placement for third-year students was introduced for the first time.



Nurses at the fever clinical ready to perform COVID-19 testing at GCUH



Professional governance provides strong voice

Gold Coast Health nurses and midwives from all levels have a stronger voice in decisions with the formation of four staff-led professional governance councils.

From January 2020, about 40 frontline staff from across the health service began participating in the Nursing Practice Council, Midwifery Practice Council, Nursing and Midwifery Education Council and Nursing and Midwifery Workforce and Wellbeing Council.

Almost 50 Gold Coast Health nursing and midwifery staff of all levels submitted expressions of interest to be inaugural council members.

The professional governance model promotes professional accountability and autonomy over nursing and midwifery practice.

Nursing Practice Council Co-Chair, Robina Transfer Unit clinical nurse Taya Oakley said the councils provided a vital perspective in relation to patient care and staff satisfaction.



She encouraged staff to put their ideas forward to the councils in the online feedback form on the Professional Governance page on the Intranet.

“The councils value your ideas, as you are in the best position to improve the care of our patients, their experiences and satisfaction, as well as improving your own experiences and satisfaction,” Taya said.

“These councils are helping make our organisation a great place for patients and staff.”

Taya said she was originally daunted by the role’s expectations, but having Professor Anita Bamford-Wade as her mentor had assisted her greatly.

“Our leaders are highly supportive in assisting direct-care staff to deliver high quality person-centred care from both an individual and collaborative perspective.

“Inviting direct care staff to be involved in decision-making processes promotes ownership of practice and shared accountability.”

“The councils have led to increased engagement, promotion of professional development and increased the professional profile of nursing and midwifery services”

Councils collect ideas from frontline

Gold Coast Health nurses and midwives are in a unique position to voice their professional ideas through four governance councils.

The councils were established as part of Gold Coast Health’s commitment to listening to nurses and midwives, a key concept that assisted us to become Australia’s first Magnet recognised health service in 2020.

Nursing and Midwifery Education Council Co-Chair Greer Stewart appealed to her peers to share their ideas with the councils.

“Perhaps, seemingly a small idea you had one day is a great idea,” she said.

Greer said it was a privilege to co-chair with Director of Nursing, Education and Research, Lyn Armit, because she had learnt much from her over many years as an education team member.

“As co-chair, I have learnt that nursing and midwifery leaders want to hear

from our direct care staff because they genuinely care and value what they say,” Greer said.

“My role is not only a conduit for my peers to be heard, but it also gives me the knowledge and insight to direct their voices to the right leaders at the right levels for each situation.”

“The opportunity for me to collaborate with leaders in education on a broader and more strategic level is helping me to see beyond my world of paediatrics.

“It’s an opportunity to broaden my scope, to see what is working or not working in the organisation and to work together to continue to build our great culture.”

Over the past 14 years, Greer has worked in paediatric nursing, including as a practice development

nurse (formerly known as a clinical facilitator) with nurse educator Janet Reinbold.

In 2018, Greer completed her Masters in Health Professional Education at Griffith University.



Better patient journey for people with obesity



Justine Burtenshaw

Gold Coast Health patients whose excess weight is a major risk factor are being guided towards better health outcomes by Queensland Health's first Obesity Nurse Navigator.

Justine Burtenshaw works at Gold Coast University Hospital (GCUH) and cares for patients experiencing obesity.

Justine says a nurse navigator acts as a supportive common thread to string multiple care components together to deliver more holistic care and reduce stigma.

"A patient can have multiple touch points along their journey. My challenge is to coordinate their care across various sectors, including acute care, as well as connect them to the right supports in community and primary health services," she said.

"Some of that coordination includes linking in specialist nursing staff before and after treatment, or with Allied Health services such as dietitians and psychologists."

Each year, Gold Coast Health provides care for 17,000 patients whose weight is impacting their health. More than 91,000 Gold Coast adults and one in five children experience obesity.

Surgery, Anaesthetic and Procedural Services Executive Director Sandra Lenahan said the Nurse Navigator Obesity role was another step forward in tackling the complexities associated with a growing number of patients with weight-related health concerns.

Maternity Hospital in the Home tops patient satisfaction

Maternity Hospital in the Home (MHITH) was developed in response to the COVID-19 pandemic, to keep pregnant women (who require monitoring) in their own homes, and out of the hospital environment.

Clinical Nurse Consultant Tionie Newth initiated the service, in collaboration with the Obstetric team which performed regular telehealth consultations.

The service was so well received through the initial three-month period during COVID-19, it has continued to support expecting women across Gold Coast Health. The service continues to be coordinated by Tionie, with three part-time clinical midwives.

The team provides a seven-day a week service, performing daily home visits to cover all aspects of antenatal monitoring. The MHITH team was overwhelmed with high patient satisfaction and feedback.



Tionie Newth

Additionally, the service has been able to reduce inpatient bed stays to reduce the load on the Maternity Inpatient Units.

Pharmacy is integral in providing medication support and dispensing to the team. The MHITH team is also supported by administrative staff.

The service was acknowledged to be so successful, it was sought out by Queensland Health's Clinical Excellence Division, which is now working with Tionie to develop a statewide implementation guide for the Maternity Hospital in the Home service.

Trailblazing nurse colposcopy model of care



Jan Gale

Gold Coast Health is leading Australia in the training of nurse practitioners to perform colposcopy for women returning abnormal cervical screening tests.

Jan Gale has qualified as the first Australian-trained Nurse Practitioner to complete the United Kingdom training program over 10 months, including a final clinical assessment in England in October 2019.

Without a structured training program in Australia, Gold Coast Health became the first to establish a nurse colposcopy model of care, which includes treatment of abnormalities.

The model offers diagnostic and therapeutic colposcopy, including LETZ (excision of a small part of the cervix) procedures. Our health service created Jan's training role following the success of the nursing model by her colleague Hilary Walker, a United Kingdom-trained nurse colposcopist who has worked with Gold Coast Health for four years.

The role meets an increasing demand in colposcopy referrals since the National Cervical Screening Program introduced new guidelines in 2017.

Jan worked alongside our colposcopists at GCUH and Robina Hospital and also completed the British Society for Colposcopy and Cervical Pathology training program requirements. At the end of training, she successfully performed an Objective Structured Clinical Examination assessment at the Birmingham Women's Hospital, one of two women's hospitals in England.

Quality care perfected through collaborative simulation sessions

Frontline teams across Gold Coast Health are fine-tuning their skills thanks to the support of a highly valued simulation service.

A monthly high-fidelity trauma simulation improves the way departments work together to respond to critical trauma patients arriving to GCUH.

The simulation involved the emergency department, trauma service, anaesthetics, operating theatres, medical imaging and other teams to explore, refine and learn.

Dr Victoria Brazil, an emergency physician and medical educator at Bond University, leads the delivery of the bespoke, highly realistic clinical experiences which blend art and science to engage participants.

The November 2020 scenario involved a young female patient who arrived by the Queensland Ambulance High Acuity Response Unit with critical head injuries after being thrown from a horse. After a rapid assessment, the patient was stabilised in the Emergency Department before transferring for an emergency head CT scan.

While this was happening, teams (including neurosurgeons), prepared an operating theatre to receive the patient.



Frontline staff practising their skills during the simulation training session

On the patient's arrival to operating theatre, the team performed a craniotomy to relieve critically high intracranial pressures.

This whole process was performed in real time and streamed via video link to more than 70 observers in the Emergency Department.

The outcomes from team simulations include redefining procedures, increasing logistical efficiency and improving departmental relationships.

These are reported and shared widely to ensure staff who were not part of the sim can also benefit from learnings.

Yangah Day Program rises up to youth mental health challenges

A special partnership program between clinical teams and educators is giving young people aged 13-18 a unique opportunity to recover from mental illness.

The Yangah Adolescent Day Program service operates at Robina Hospital and is part of the state-wide Child and Youth Mental Health Service (CYMHS) continuum of care. It provides specialist, multi-disciplinary

assessment, culturally safe and integrated treatment for adolescents with severe, complex and persistent mental illnesses which results in severe psychosocial impairment.

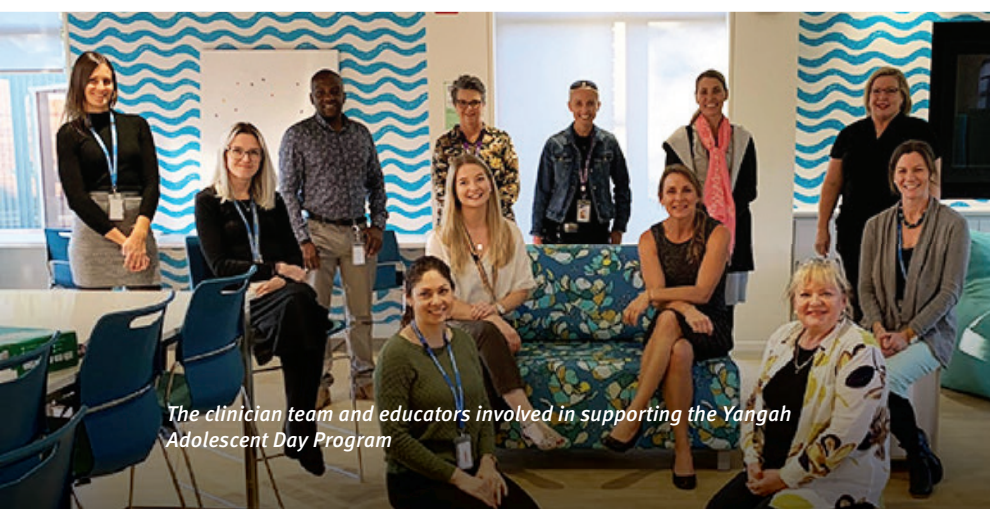
Yangah means 'Rise Up' in Yugambeh language (Gold Coast). In partnership with the Department of Education, young people can access the integrated education and culturally safe mental health recovery service

"The Yangah program is designed help young people build on their strengths and enhance their self-esteem and it is structured to give participants every chance to re-engage with education whilst receiving intensive mental health care"

five days a week while still living at home and engaging with their local community.

The first four young people successfully graduated from the program in December 2020 and re-entered mainstream learning pathways. There were another two graduates in March 2021.

Team leader Vivienne Braddock said the program has been a truly collaborative approach to multi-disciplinary and multi-agency work.



The clinician team and educators involved in supporting the Yangah Adolescent Day Program



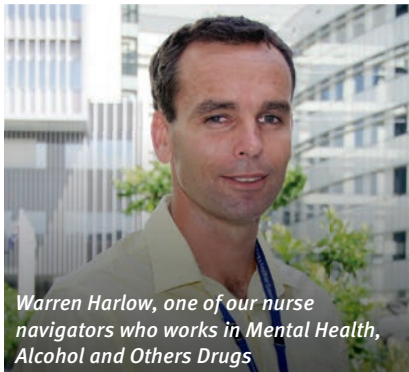
Research news

Improving our culture of learning and innovation

Two studies undertaken by nurse navigators and midwives, are helping to contribute to a culture of learning and innovation.

The first study examined the partnership between nurse navigators and consumers. Nurse navigators and consumers living with a chronic and complex condition or family members and carers, shared their experiences of partnership with an interviewer.

Consumers were found to value regular contact, as it provided them with sound access to the health system, however the nurse-led nature of the partnership could also reduce opportunities for the consumer to self-care.



Warren Harlow, one of our nurse navigators who works in Mental Health, Alcohol and Others Drugs

“It was also found that nurse navigators who previously worked with consumers who had cancer or required palliative care may have very different experiences when working with consumers who have chronic diseases, as their illness can often be for much longer.”

The second study, which involved interviews with 48 nurses, looked at miscommunication during clinical handover between the emergency department and inpatient units and the complexity of that process.

Streamlining Emergency Department handovers

A new guideline and checklist are helping to ensure clear lines of responsibility, continuity of information and improved working relationships during intra-hospital handovers.

The evidence-based guideline, developed by a hospital working group, was used by 75 per cent of staff in handovers, and contributed to freeing up the research capacity of more than 10 clinicians, four of which contributed to journal publications.

Thanks to the new guidelines, 85 per cent of nurses agreed that the information received during handover was of a high quality. Family engagement in bedside handover also increased as a result of the checklist being used.

Professorial appointments strengthen research

The partnership between Gold Coast Health and Griffith University, School of Nursing and Midwifery continues to contribute to important research and clinical outcomes. Through interdisciplinary collaboration our conjoint Professors in Nursing and Midwifery are building research capability of clinicians and leading research which addresses important clinical issues within our health service.

Dr Anita Bamford-Wade is our professional nursing and midwifery lead with five additional appointments in the following areas:

- Dr Andrea Marshall, Professor of Acute and Complex Care Nursing
- Dr Laurie Grealish, Associate Professor Sub-Acute and Aged Care
- Dr Julia Crilly, Professor of Emergency Care
- Dr Brigid Gillespie, Professor of Patient Safety in Nursing
- Dr Rhona McInnes, Professor of Maternal and Child Health.



(l-r) Andrea Marshall, Laurie Grealish, Rhona McInnes and Brigid Gillespie



Nurse educators help build our workforce

Gold Coast Health's commitment to newly qualified nurses and midwives received a significant boost during 2019-20 with the recurrent funding of three part-time nurse and midwife educators.

The funding built on strong relationships between our Nursing and Midwifery Education and Research Unit and tertiary partners through the employment of temporary, part-time nurse educators funded by the Office of the Chief Nursing and Midwifery Officer.



Letitia Del Fabbro

Their roles have led to both increased numbers of newly qualified nurses and midwives joining our health service and more staff completing post-graduate qualifications.

A Mental Health and Specialist Services role, funded jointly by Southern Cross University (SCU) and the health service, was established to encourage students into a mental health nursing career.

This position not only led to significant increases in newly qualified nurses choosing mental health as their first clinical preference, but larger numbers of nurses completing a post-graduate qualification by the end of their year two pathway.

The role encompasses a 0.5 Full Time Equivalent (FTE) Lecturer Practitioner, (SCU-funded); and 0.5 FTE Nurse Educator, (Gold Coast Health-funded) position.

Other educator positions include:

- In partnership with Griffith University School of Nursing and Midwifery, Dr Letitia Del Fabbro joined our Entry to Practice team to focus on research relating to newly qualified nurses and students, and building capacity in the team to support learners in the workplace. She is undertaking research on the role of students during the COVID-19 response
- Women, Newborn and Children's Services was allocated a 0.5 Midwifery Educator, Dr Samantha Nolan to support role increased numbers of newly qualified midwives during the past three years.

Nurses respond to up-skilling opportunities during pandemic response

Registered Nurse Anthony Thorpe was among 200 plus nurses to answer a call to up-skill or refresh to work at the coalface of our clinical response to COVID-19.

Since 23 March, 148 nurses, including 65 ward nurses, have completed training to work in our Intensive Care Units (ICU) should the pandemic worsen. "The Endoscopy Unit, where I work, had substantially reduced elective cases due to COVID-19, so I saw an opportunity to help in our pandemic response," Anthony said.

Since starting as a warden in the old Southport Hospital 10 years ago, Anthony has forged a career in nursing. Anthony started as an assistant in nursing endoscopy technician. He then worked in C3 East as a Registered Nurse for two years before returning to endoscopy.

Likewise, Stroke and Neurology Unit registered nurse, Kim Feng, who joined our service in 2018 as an enrolled nurse, said the up-skilling program was an opportunity to pursue her interest in ICU nursing, as well as help the community.

ICU Nurse Educator Lisa Gray said ICU appreciated that many nurses had stepped outside of their comfort zone to answer the call for help.

"The rapid recruitment and staff on-boarding involved a huge number of people across the health service who helped get the program off the ground so quickly," she said

A total of 182 Gold Coast Health staff and 28 external nurses applied to join the biggest up-skilling of ICU nursing ever undertaken by our health service. Since 23 March 2020, 65 ward nurses, 24 external ICU nurses, 43 ex-ICU Gold Coast Health staff, 14 post-anaesthesia care unit nurses and two pool nurses have participated in two-day courses, before joining supernumerary shifts in ICU.



ICU Nurse Educator Lisa Gray (left) training nurses, including Anthony Thorpe (far-right) in ICU in preparation for COVID-19



Cassandra Nest

National acclaim for Gold Coast midwife

Gold Coast Health Aboriginal midwife Cassandra Nest was named HESTA Midwife of the Year.

Cassandra was recognised for her dedication to improving the delivery of culturally safe, quality maternity care to Aboriginal and Torres Strait Islander people, particularly through our new Waijungbah Jarjums Service.

A proud Ngunnawal woman and the first Aboriginal woman to join our Midwifery Group Practice, Cassandra said she was grateful and honoured to be named Midwife of the Year.

“The most rewarding part of my work is being honoured with the role of walking beside women and their families as their midwife while they bring our future ancestors into the world”

“Midwifery is my calling, it is what I was meant to be doing. This is more than just a job to me, this is my life, and the lives of my community,” Cassandra said.

Cassandra was instrumental in the establishment of our new service she co-designed and developed alongside the local Aboriginal and Torres Strait Islander community. Waijungbah Jarjums provides culturally safe care by Aboriginal and Torres Strait Islander midwives, nurses, health workers and administration to Aboriginal and Torres Strait Islander families.

Cassandra’s joint appointment includes three days a week with our health service and two days a week as a Griffith University midwifery First Peoples’ lecturer, while also studying her Masters of Primary Maternity Care at Griffith University.

Virtual program a learning bridge for remote transitioning graduates

Mount Isa mental health newly qualified nurses Vernon and Lila were able to participate in the Gold Coast Health Transition Support Program (TSP) for mental health in April 2020, thanks to a plan to deliver the program virtually.

While Mount Isa Mental Health had initiative funding for newly qualified nurses to join their team, there was a gap in infrastructure to support it, and the Gold Coast team was approached to canvass the concept of a shared delivery agreement between the two health services.

North West Hospital and Health Service nurse educator for mental health, Mark Kingston, and mental health assistant director of nursing for education, Nicole Graham, got to work on developing plans to deliver the TSP collaboratively. The collaboration resulted in both Mount Isa candidates being Microsoft Teams connected for clinical supervision in an education program delivered by the Mental Health Nursing Education Team. Both Vernon and Lila highly valued the inclusion and peer support of the wider newly qualified group.

“Vernon and Lila joined the online modules on the Gold Coast via video-conferencing, with face-to-face input from me as educator here in North West,” Mark said.

“It was a pleasure to be part of Vernon and Lila’s journey and see their professional growth over the course of the program.”

Twenty-three year-old Vernon finished his first TSP in his nursing graduate year in Mount Isa and credits the program with fortifying his earlier studies while supporting him to achieve his goal of become a researcher in the field.

“The 2020 program is dedicated to supporting new graduate nurses who wanted to specialise in mental health by allowing them to have credits if they wanted to go into further study,” he said.

“I had the opportunity to secure a place in the second-year TSP on the Gold Coast, so I was able to move down and see everyone in person, which was great.”

To be eligible for the Gold Coast program, Vernon had to enrol in a higher education course. He is using the credits from the initial TSP to fast-track his Nursing Graduate Certificate in Mental Health.

Vernon said he was proud that he and Lila’s journeys as Indigenous registered nurses were contributing to building the capacity of the Indigenous nursing workforce and

assisting to the response to the mental health needs of Indigenous Australians.

“I’ve always known I wanted to help people, and I’ve always been interested in mental health due to the stigma associated with it, as well as the mental health disparities between non-Aboriginal people and Aboriginal and Torres Strait Islander people,” Vernon said.

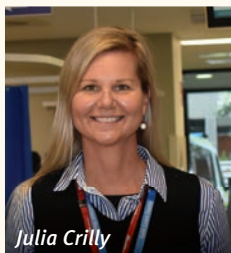
“Aboriginal and Torres Strait Islander people have two times the rate of suicide compared to non-Indigenous people. This rate is even higher in rural and remote areas, which is where I grew up.

“My end goal is to research why this is the case, and the TSPs are providing me with the practical experience in mental health to enable me to study a higher degree.”

The Gold Coast newly qualified nurses highlighted the benefit of learning from their rural colleagues and could identify the vast difference in the roles across the mental health services.



Vernon and Lila



ED Professor honoured by national recognition

Professor Julia Crilly was awarded a Medal of Australia (General Division) for service to emergency care nursing, 21 years after joining Gold Coast Health as a young nurse.

As Professor of Emergency Care, Julia is a joint appointment between Gold Coast Health and Griffith University, leading and supporting research in our busy health service's emergency department (ED) and bringing clinicians and academics together to help answer clinically important questions.

Julia hopes her recognition in the 2020 Queen's Birthday Honours list will be an inspiration for other nurses. "I am truly honoured to be able to contribute to my profession, and to receive this award is a bonus. It's a reflection of the amazing team and support from people I am fortunate to have had and continue to have around me," she said

After graduating from Griffith University with a Bachelor of Nursing, she started at the old Gold Coast Hospital in 1999. While working there, she undertook her Masters, Honours, and PhD, all through Griffith University.

Nursing and Midwifery Excellence Awards

Congratulations to our 2020 Gold Coast Health Nursing and Midwifery Excellence Award recipients:

Brooke Thomson	Juanita Hynes Nursing and Midwifery Award
Helen Houghton	Anne Baker Midwifery Award
Megan Henry	Elizabeth Moore Community Nursing Award
Faye Paling	Mental Health Award
Christine Boyce	Karen Wallen Education and Research Award
Deborah Macbeth	Amy Enderlin Excellence Award – Registered Nurse
Janelle Marshall	Amy Enderlin Excellence Award – Enrolled Nurse
Heather Taylor	Amy Enderlin Excellence Award – Assistant in Nursing

2020 Nursing and Midwifery Professional Recognition Program

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

New portfolios

Aimee Harron
Alison Cooper
Amandeep Sangha
Ann Cross
Anna Van Bennekom
Arash Parnian
Ashlee Stannard
Ashleigh Liversedge
Belinda Davie
Bree James
Brett Pevats
Brooke Perkins
Caitlin Neal
Cassandra Adams
Dakota Donaldson
Debra Worboys
Elizabeth Puze
Emily Bristow
Emily Zerbst
Emma Aquilina-Moss

Faye Paling
Gemma Booth
Georgia Burkinshaw
Georgia McLennan
Holly Heinzl
Holly Smith
Jacob Christensen
Jana Kanis
Jannine Quigg
Jeannine Manns
Jessica Payne
Jessica Saul
Joville Delos Santos
Kali Katsiris
Kayla Larsen
Kaylee Martin
Kerryn Hunt
Kristen Eller
Kurin Guest
Leanne Hackett
Madelaine Douglas
Madison Vogler

Marie-Laure Gatefait
Michelle Parmenter
Miriam Corias
Nina Booijers
Philip Bakker
Shannon Alice Reid
Shannon Williams
Sharon Willis
Sianne Buccilli
Sue Samuels
Susan Laidlaw
Tahlia Grant
Taryn Bamford
Te'A Peluso

Recertifications

Emily Streeter
Erika Rossouw
Elizabeth Soleil-
Moudiky-Joh
Sara Syme

Golden Gala Awards

The Golden Gala Awards is the major reward and recognition event on Gold Coast Health's calendar each year, providing all staff with the opportunity to acknowledge the great work of their peers.



After Hours Nurse Unit Manager Colleen Black receives the Integrity Award from Gold Coast Health Board Chair, Ian Langdon



Clinical Nurse Consultant Monica Baker receives the Compassionate Award from People and Corporate Services Executive Director Hannah Bloch

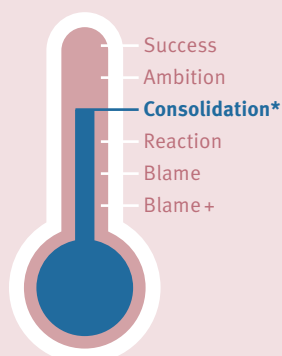
Our year in numbers (as per the 2019–20 Gold Coast Health Annual Report)



'Going for Gold' staff survey

Results reflect that we are in a culture of consolidation

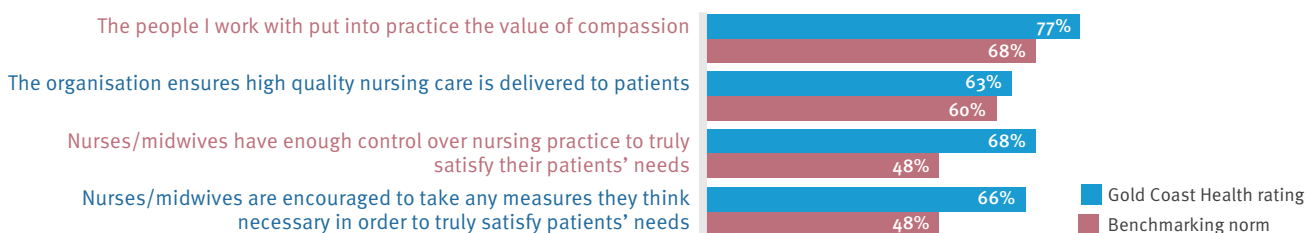
**49% nurses/midwives engaged (up from 45% in 2018), better compared with the Public Health Service norm of 40%*



Your experiences and expectations patient survey results

- 97%** satisfied with overall quality of most recent visit
- 93%** most important expectations were consistently met
- 97%** 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

Comparing ourselves to the benchmark norm: staff survey results



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