

# Gold Coast Health

Year in review 2019–20



# About Gold Coast Health

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

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



## Our vision

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



At Gold Coast Health, our commitment to putting the healthcare consumer at the front and centre of everything we do is gaining momentum. On more than 45 clinical committees, consumer representatives work alongside clinicians as active participants, informing and improving our health services. Clinicians and women, who have experienced

complications from pelvic mesh, worked together with our clinicians to co-design the Queensland Pelvic Mesh Service (QPMS). The outcome is a world-class patient-centred service assisting women from all over Queensland.

While consumer engagement grows, so too do our partnerships with key university stakeholders. While we've always enjoyed strong clinical partnerships, our non-clinical partnerships are now expanding, beginning with an intake of undergraduate interns from Griffith University's Business School. This program has increased the number of internships available to students. I'm very passionate about inclusion and diversity, and I'm pleased this program caters for interns with a disability. I look forward to reporting further developments on this front, particularly in how we, as the largest employer on the Gold Coast, can

create opportunities for those in our community whose potential can sometimes be overlooked.

Nurse navigators provide value in guiding patients with complex health issues to access the care they need. Their roles have expanded to provide valuable support to those living in residential care facilities. The provision of clinical advice and information to patients and their families is a comfort, and their work helps to bridge gaps that can occur during the patient journey. It is reassuring to see the genuine difference these programs and roles can make to those we serve in our community.

I'm proud of the culture at Gold Coast Health, which has become one that fosters innovation at every turn. Initiatives of note include the Police Co-Responder model and the successful delivery of the integrated electronic medical record – the foundation of our digital transformation.

In closing, I'd like to thank my fellow Board directors, Chief Executive Ron Calvert and his Executive team and all the staff at Gold Coast Health for their ongoing commitment to the health service – one that has been recognised on the world stage with Newsweek ranking Gold Coast University Hospital and Robina Hospital amongst the best in the world. This is a remarkable achievement of our world-class team at Gold Coast Health.

A handwritten signature in black ink that reads "Ian Langdon".

Ian Langdon

# Our achievements

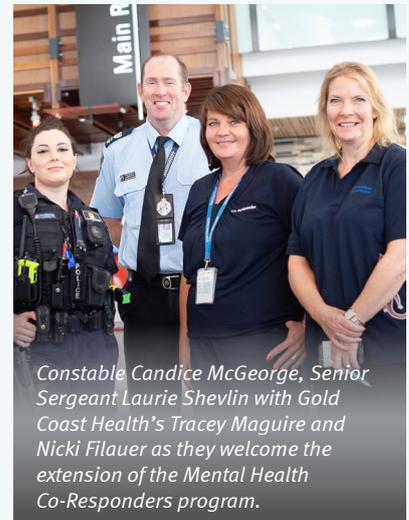
## Joint police and mental health program

A ground-breaking program providing mental health support in policing matters was extended to a five-day operation following a pilot.

In August 2018, Mental Health and Specialist Services implemented the Co-Responder Team (CRT) program on the Gold Coast. The Mental Health CRT sees an experienced mental health nurse working alongside Queensland Police Service (QPS) officers to respond to police call-outs where mental health might be a factor, to provide expert assessment and advice.

A large number of calls for service received by the QPS are associated with mental health issues. By mid 2019, the Mental Health Hub clinician had triaged 854 patients; of those, 54 per cent (462) remained in the community post assessment rather than being transported to the Emergency Department.

The innovative approach was recognised through receipt of a Certificate of Achievement from the Mental Health Improvement Group for Outstanding Innovation.



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

## Consumers co-design new service

The Queensland Pelvic Mesh Service (QPMS) opened on-time and on-budget in April 2019, following six months of planning and collaboration.

Pelvic mesh is used in the treatment of pelvic organ prolapse and stress urinary incontinence. While most women have no problems with pelvic mesh, a small percentage have experienced complications. Consumers affected by pelvic mesh complications were engaged to collaborate throughout the design and implementation phase, ensuring the service was suitable and addressed needs of women seeking care and treatment.

The service allows co-locating clinical expertise and services, resulting in improved care. A triage process is in place to prioritise women according to clinical assessment and need, ensuring eligible women have access to comprehensive, interdisciplinary services.

The project demonstrated outstanding commitment to the co-design process and how it positively influences models of care and outcomes for patients.



*Consumer Advisory Group Deputy Chair Prof Margaret Shapiro in consultation with the group.*

## Engaging our community

The depth and breadth of consumer engagement underway at Gold Coast Health is evident in the participation of Consumer Advisory Group (CAG) representatives across a range of key committees, including quality and safety, special projects, research, clinical handover, medication safety, digital transformation and strategic development.

In 2018–19, the CAG established four sub-group committees that are active in bringing current issues and consumer expectations to the planning and delivery of services, including health literacy, aged care, nutrition, and diversity and inclusion. Consumer input has made a difference across a range of areas, in relation to:

- health literacy program support
- the Diversity and Inclusion Action Plan
- staff consumer engagement training
- Magnet ambassador forums
- parking concessions strategy input
- models of care reforms for integrated care
- medication safety
- clinical handover.





## Digital transformation takes shape

Gold Coast Health was the first health service in Queensland to introduce the integrated electronic medical record (ieMR) to all of its facilities in a single implementation. The ieMR was progressively rolled out between February and May 2019.

In 2019, Gold Health facilities transitioned successfully to the integrated electronic medical record. Doctors, nurses and other clinicians can now access real-time patient information and use a range of advanced features, such as digital ordering and reviewing of test results and monitoring of patient progress through electronic equipment at the bedside. The management of patient medications has also been improved. These features will all work to ensure Gold Coast Health continues to deliver safe, quality care.

**“Our patients also embraced the new technology as they had been well advised in the weeks leading up to go-live that they might experience delays. Their safety was key to our training and planning for a successful go-live.”**

– Grainne McDermott, Nurse Unit Manager

The key to the successful roll-out was the level of engagement with the clinical workforce during planning and implementation to achieve buy-in and ownership of the digital agenda.

The Health Service is proud of this significant achievement, the scale of which is reflected below:

- more than 8720 staff and students were trained in ieMR functionality across 13,800 training sessions
- 40 ieMR training courses were developed, complemented by more than 680 quick reference guides and 420 training videos to support staff learning
- more than 3600 staff completed hands-on practice in the digital labs
- staff accessed online resources more than 42,900 times
- more than 6200 bio-medical and clinical devices were purchased to support patient care (such as workstations on wheels, printers, scanners, and patient monitors)
- more than 400 change champions and 800 super users supported their colleagues
- floorwalker support during the go-live period exceeded 49,600 hours.



Erin Condrin and Carla Moldoveanu gained valuable skills through a speech pathology internship program.

## Diversity and inclusion in the workplace

Gold Coast Health demonstrated its commitment to supporting employment opportunities for people with a disability, with nine people with disabilities placed into paid employment throughout 2018–19.

Programs such as the DisTinct Employment Pathway Program worked to reduce employment barriers through approaches including paid and unpaid internships, education and awareness activities, and inclusive workplace modifications. In 2018–19, one person completed work experience with the Diversity and Inclusion team, and two Griffith University students with a disability gained valuable skills through a speech pathology internship program (pictured left).

Our health service is committed to building a rich, diverse and inclusive workplace for all employees, including offering people with disabilities meaningful work placement opportunities.

# Our year in numbers

Gold Coast Health services a population of more than

**621,000**



**5138**  
**babies**  
**born**

**176,597**

Emergency  
Department  
presentations to  
our hospitals



**2080**  
telehealth  
services  
completed

**850,936**

outpatient occasions  
of service

**31,000**  
**vaccinations**

delivered by the Public Health Unit



**91**  
new  
research  
projects  
authorised

**479**  
consumer  
engagement activities  
undertaken



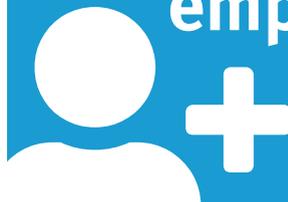
**18** hospitals and  
community health  
facilities



**\$2.88m**  
in research grant  
funding received

**927 new**  
**employees**  
in 2018–19

(excl. medical staff)



**9500<sup>+</sup>**  
staff



# Our future

Health services around the world are grappling with the challenges of an ageing population, increasing demand and escalating costs. Gold Coast Health is no exception and we have focused on a range of priorities during 2018-19 to enable the ongoing delivery of safe and high-quality care. The Gold Coast Health 2018–19 Annual Report outlines many of the future plans for the organisation.

The full Annual Report is available here: [www.goldcoast.health.qld.gov.au/about-us/publications](http://www.goldcoast.health.qld.gov.au/about-us/publications)

## Service and facility master planning

In 2018, a \$20 million upgrade commenced at Robina Hospital, aiming to transform the hospital into a more modern and digital-ready health facility. Refurbishments included upgrades to Wi-Fi, network cabling and power, improvements to mental health units, upgrade of patient monitoring systems and more. The upgrade will help support demand from the Gold Coast's growing population.

The Gold Coast population is growing at a much faster rate than the Queensland state average (2.2 per cent for the Gold Coast compared to 1.68 per cent for Queensland).

- By 2026, we will have an additional population the size of Mackay – 118,037 additional residents
- By 2031, we will have an additional population the size of Townsville – 192,273 additional residents.

*(Source: ABS 3218.0, Regional Population Growth, Australia 2018, various editions)*

Much of our population growth is in those age groups who use health services the most – children and older residents. We also cater for a growing number of tourists and non-Gold Coast residents.

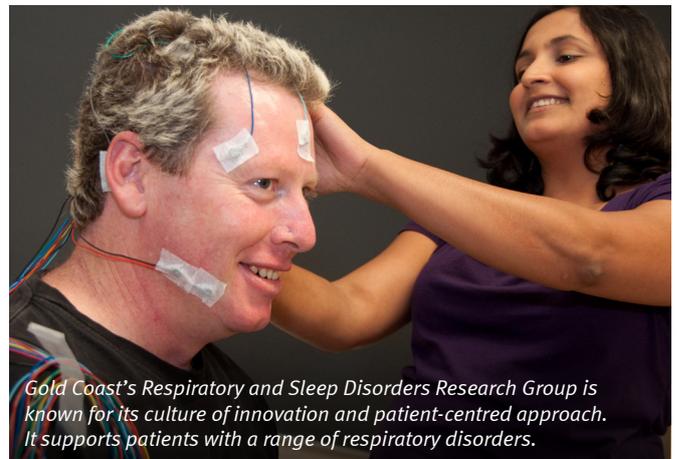
In response to this data, Gold Coast Health recently undertook a health service-wide facility master planning process. The process assisted in planning for future development and delivery of new and expanded services to support growth, particularly in the northern Gold Coast.

## Research translation and innovation capability

Development of the Gold Coast Health Research Strategy 2018–2022 Roadmap ensured focus on research and innovation through four key strategies:

- build research capacity
- strengthen partnerships
- embed research in health services and systems
- establish a sustainable research culture.

The annual Gold Coast Health and Gold Coast Hospital Foundation Research Grant Scheme supported 15 projects, to the value of \$1.1 million, which focused on improving health outcomes for patients, improving operations and optimising health services.



*Gold Coast's Respiratory and Sleep Disorders Research Group is known for its culture of innovation and patient-centred approach. It supports patients with a range of respiratory disorders.*

# Connect with us

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

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

For general and service enquiries, please call:

**1300 744 284**

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

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



**Gold Coast Health**



Queensland Government