

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 draw on a culture of innovation and the expertise of staff.

Innovation is important in healthcare and can help create funds for other projects that cannot currently be supported.

The Gold Coast Health Enhanced Value Program (EVP) is one way staff are driving innovation and cost saving across the health service.

The organisation is consistently working to improve services for patients as well as becoming a world-class facility through technological advancements, Integrated Care, the future Health and Knowledge Precinct, research and development as well as cultural initiatives for staff.

Gold Coast 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 200-hectare Gold Coast Health and Knowledge Precinct (GCHKP) 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.

Already home to the \$1.76 billion Gold Coast University Hospital, 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.

With a combination of expertise, infrastructure, land and lifestyle unique in Australia – nine hectares of prime greenfield land will be a drawcard for health and innovation investment, serviced by the Gold Coast light rail and with easy transport access.

At the contemporary convergence of health, science and engineering and empowered by digital technology, precinct researchers, clinicians and companies will be able to collaborate at the cutting-edge of innovation.

This modern, multi-disciplinary approach positions the GCHKP to deliver next-generation medicine, advanced manufacturing and comprehensive innovation in preventative health care.

Exciting land developments and collaborative research projects are already earmarked, with on-site development to begin from 2019, facilitated by the GCHKP Project Office.

A formal four-year partnership agreement has been signed by the major stakeholders of the Precinct including Gold Coast Health, Griffith University, City of Gold Coast and Queensland Government to demonstrate support and agreement towards the long-term vision of the Gold Coast Health and Knowledge Precinct.

Engaging our community

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

The 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, attend committees to promote quality and safety activities, health service reviews, nutrition improvement, strategic planning and support of special projects.

Consumer and community engagement activities

Gold Coast Health has conducted almost 400 engagement activities in the past 12 months.

These ranged from information sharing to consultation and involvement of consumers and community members to help plan, deliver and assess health services within hospitals and community health centres.

Clinicians and support staff have worked with health consumers, carers, families, community, non-government organisations and health partners to build knowledge and awareness of health services and advise on post-acute care.

Consumer consultants are also embedded in our mental health service to help foster a range of engagement opportunities. Methods used to improve the local service include carer groups, community forums, patient seminars, community displays, partnership groups and consumer surveys.

The Gold Coast Health Board is also active in delivering community speaking opportunities to promote the health service as a world class provider of health care. Chair Ian Langdon attends regular community meetings such as Rotary and Probus in addition to visits to special schools.

Board members have also worked with Gold Coast Health volunteers to better understand patient and visitor needs.

In early 2017 a new Consumer Advisory Group (CAG) was established to provide broader membership diversity and capacity to participate. The CAG (pictured below) has its first independent chair and has nominated health literacy and informed consent as two key areas for 2017–18.

The Patient Liaison Service (PLS), which is housed in Clinical Governance and is the primary contact for all consumer complaints and compliments, has a positive partnership with the Consumer Advisory Group.

Member input has led to adjustments in procedures, brochures and other marketing materials to help better meet the needs of the community. Their input into the PLS service delivery model has been invaluable, as has their advice in awareness-raising strategies within the health service to encourage patients and consumers to provide constructive feedback, including compliments and complaints. In addition, the PLS has presented to the CAG on a number of occasions to build the knowledge of members.

Table 9: Summary of engagement activities 2016–17 by division (excluding patient publication reviews)

Division	Activity
Mental Health Specialist Services	141
Cancer Access and Support	91
Diagnostic Emergency and Medicine Services	81
Specialty and Procedural Services	36
Strategic Planning	2
People and engagement	21
Clinical Governance, Education and Research	12
Board	14
Total	398



“Our consumer group represents the voice of the community and we are committed to improving health services on the Gold Coast.”

— Joan Carlini, Chair, Gold Coast Health Consumer Advisory Group

Fundraising for our patients

The Gold Coast Hospital Foundation is a purpose-based not-for-profit organisation and is the official charity for Gold Coast Health.

The foundation's services and support are focused on helping people in the Gold Coast community who are suffering physically, emotionally and financially due to serious illness, injury or disease.

The positive impact of the foundation on patients and their families during times of medical crisis was significant during 2016–2017.

The foundation experienced its most successful fundraising year in its 23-year history, making an increasing number of vital health care initiatives and projects possible. These included the delivery of support services, the purchase of lifesaving medical equipment, enhanced hospital spaces and facilities, and specialist training and education for Gold Coast Health staff.

These initiatives and projects helped approximately 100,000 people overcome distress and medical hardship.

Under the foundation's Trauma Support Program, 277 nights of emergency accommodation assistance were provided to the families of patients in trauma, intensive care, neonatal intensive care, children's critical care and postnatal mental health units. Due to its ongoing success and growth, the program was renamed the Emergency Accommodation Service in mid-2017.

The Cancer Patient Transport Service continued to support patients undergoing cancer treatment by



Three-year-old Alliyah Broadby was a patient in the ICU for 20 months. Thanks to the generosity of the community, Gold Coast Hospital Foundation helps to support patients like Alliyah by easing the distress of medical hardship on patients and their families.



Young patient Lucas has benefited from vital equipment funded by the Gold Coast Hospital Foundation.

providing stress-free, comfortable transport to and from Gold Coast hospitals. The service made more than 7400 journeys to help ease the burden on patients affected by cancer.

Over the past year, the foundation successfully secured funding for 166 items on a children's equipment, refurbishment and services wish list, benefiting newborns, children and teenagers. In addition, 165 general equipment items were delivered to departments including renal services, mental health, nutrition and food services.

More than 400 Gold Coast Health staff have received help from the foundation's education grants and scholarship program over the past 12 months. Expert training was delivered to 397 staff via eight foundation-funded workshops and seminars to improve knowledge in specialist health areas, while a further seven health professionals were awarded nursing and midwifery scholarships.

In addition, the foundation formed a new major research program in partnership with Gold Coast Health. This program focuses on seed funding innovative health and clinical research to continuously advance health care services and outcomes for patients.

The foundation's achievements in 2016–17 were all made possible thanks to the overwhelming support and commitment of individuals, families and businesses in the local community.



The foundation relies upon community support and donations are welcomed at www.gchfoundation.org.au

Health service prepares for international event



Gold Coast 2018 Commonwealth Games mascot Borobi spotted at Gold Coast University Hospital.

Gold Coast University Hospital is the designated hospital for the Gold Coast 2018 Commonwealth Games and health planning for this prestigious sporting event has begun in earnest.

Gold Coast Health is committed to delivering ongoing health services that meet community needs during the Games period. Comprehensive plans to address the changes required have been developed across the hospital and community health service settings.

The Athletes Village, which will be home to 6600 athletes during the Games, features GCUH as its backdrop. Following the event, the area will transition into a Health and Knowledge Precinct as part of the Games legacy. It presents myriad future opportunities for developing health-related industries, research and technology.

Preparations are in hand for a comprehensive plan to prepare for and manage any unexpected incidents or disasters. Gold Coast Health is working in partnership with other agencies to conduct exercises that test and evaluate our systems and response plans.

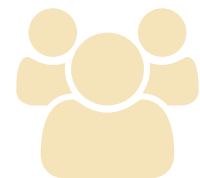
Disaster preparedness, medical management systems and organisational resilience are the focus as the city prepares to host the largest sporting event in Australia this decade.



Broadcast to a global
audience of



15,000
volunteers (including
medical volunteers)



Data obtained from Gold Coast 2018 Commonwealth Games website www.gc2018.com.

Implementing national reform

Two major national social reform initiatives, the National Disability Insurance Scheme (NDIS) and the National Injury Insurance Scheme (NIIS), were introduced to Gold Coast Health during the course of this financial year. NIIS will assist people with a significant injury directly as a result of a motor vehicle accident, and NDIS will provide reasonable and necessary supports for people under 65 with a permanent disability to assist with everyday living requirements.

Both were significant outcomes from an earlier federal Productivity Commission recommendation and commenced implementation nationally on 1 July 2016.

At Gold Coast Health, the implementation of the NIIS is complete and in place. The National Disability Insurance Scheme rollouts will impact Gold Coast effective 1 July 2017. Extensive preparations and arrangements have occurred during this financial year in readiness and remain in progress.

Extensive collaboration with key internal clinical services and external stakeholders has occurred for both. Health has a recognised, pivotal mainstream role across both programs.