

Our future

Gold Coast Health has experienced huge growth in demand since its establishment in 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 within existing budget.

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.

Gold Coast Health conducted almost 400 engagement activities in the past 12 months. These ranged from information sharing to consultation and participation of consumers and community members to help plan, deliver and assess health services within hospitals and community facilities.

The Gold Coast Health Board is also active in community engagement, participating in community forums and promoting the health service. Board members have also worked with Gold Coast Health volunteers to better understand patient and visitor needs.

Table 6: Summary of engagement activities 2017– 18 by division (excluding patient publication reviews)

| Division | Activity |
|---|------------|
| Mental Health Specialist Services | 143 |
| Cancer Access and Support | 91 |
| Diagnostic Emergency and Medicine Services | 85 |
| Specialty and Procedural Services | 37 |
| Strategic Planning | 2 |
| People and engagement | 21 |
| Clinical Governance, Education and Research | 14 |
| Board | 6 |
| Total | 399 |

Members of the community are encouraged to share valuable feedback by:

- Talking to a staff member caring for you
- Requesting and completing a feedback form
- Participating in patient satisfaction and other surveys
- Contacting the Patient Liaison Service via email, GCPLS@health.qld.gov.au or telephone 07 5687 2048.



The voice of our community

Joan Carlini, Chair, Consumer Advisory Group

The Gold Coast Health Consumer Advisory Group (CAG) represents the interests of the Gold Coast community, ensuring the best health outcomes.

Our CAG was refreshed in early 2017 and now has an independent chair, and 25 members that are diverse to reflect the unique community that the Gold Coast is.

The CAG's purpose is to ensure we represent consumers in achieving the best possible health care outcomes.

We have established four strategic priorities based on the passion, interest and expertise of our members:

- health literacy – gained support for a health literacy strategy
- diversity and inclusion – seeking to improve cultural training, recruitment practices and improve infrastructure.
- food and nutrition - members of this group seek to improve the nutrition and adequacy choices for patients and family.
- aged care reform in residential facilities – it has been identified that residential aged care facilities are a major source of admissions in our emergency department. This group are active in putting forward recommendations to improve the quality of health services provided.

Over the past year some of our achievements include:

- our members sit on more than 40 safety and quality committees. We regularly receiving requests from new committees for consumer participation
- we have addressed hundreds of new employees in staff orientations about the importance of consumers to the health system
- influential in models of care reforms
- participation in Health Consumers Queensland staff consumer training
- significant input into simple language patient information
- represented health consumers at the orientation for all new Queensland hospital and health service Board members
- we engage with our networks and community.

To find out more about the Consumer Advisory Group and how you can contribute as a consumer, please visit the Gold Coast Health web site.

“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 2017–18.

The foundation raised over \$2 million through community fundraising and corporate sponsorships, 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, nine enhanced hospital spaces and facilities, and specialist training and education for Gold Coast Health staff.

These initiatives and projects helped over 150,000 people in our community and provided almost 700 gifts and toys to children in hospital.

There were 465 nights of emergency accommodation assistance provided to the families of patients in trauma, intensive care, neonatal intensive care, children's critical care and postnatal mental health units through the Emergency Accommodation Service.

The Cancer Patient Transport Service continued to support patients undergoing cancer treatment by providing stress-free, comfortable transport to and from Gold Coast hospitals. The service travelled more

than 150,000 kilometres to help ease the burden on patients affected by cancer.

Over the past year, the foundation successfully secured funding for 108 items on the children's equipment, refurbishment and services wish list, benefiting newborns, children and teenagers. In addition, 27 cutting-edge medical equipment items were purchased and 520 hours of Child Life Therapy services were delivered to children awaiting surgery.

Eight Gold Coast Health staff were awarded scholarships through the foundation's education grants and scholarship program over the past 12 months, and nine health research projects were funded to continuously advance health care services and outcomes for patients.

Expert training was delivered to 30 staff via eight foundation-funded workshops and seminars to improve knowledge in specialist health areas.

The foundation's achievements in 2017–18 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



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

Robina Hospital is a 403-bed facility serving as a patient base for emergency, medical, palliative care and mental health, and is also home to the Clinical Education and Research Centre.



Image: Christopher Frederick Jones