

Public Health Services

Our work

This output provides programs and services that protect health, prevent disease, illness and injury, and promote good health. It focuses on the health and well-being of the population and high risk groups.

Our people

Public health services are provided by Queensland Health and non-government and community organisations funded by Queensland Health. They involve public health medical officers, environmental health practitioners, health promotion officers, public health nurses, public health nutritionists, epidemiologists, entomologists, Indigenous public health officers, planning, policy and project officers, communication and marketing officers, and allied health staff.

Five additional positions were recruited to Charleville, Longreach and Mt Isa during the year to enhance the provision of public health services to communities in western Queensland.

Serving our clients

Public health strategies benefit the whole population and priority groups such as Indigenous people, children and young people, women, people from non-English speaking backgrounds, and rural and remote communities. Queensland Health works in partnership with local government, tertiary institutions, research institutes, other State and Commonwealth departments, non-government and community groups, and the private sector to achieve public health goals.

Key achievements

Immunisation

- A new Queensland childhood immunisation schedule for children born on or after 30 May 2000 was implemented
- Hepatitis B vaccination was introduced for all newborn Queensland children
- A free measles, mumps and rubella vaccine for young adults 18-30 years, was introduced.

HIV/AIDS, sexual health and hepatitis C

- Statewide implementation commenced for the Indigenous gonorrhoea and chlamydia screening program.
- A comprehensive sexual health, HIV/AIDS and hepatitis C web site was established for the general public and service providers.
- A Well Person's Health Check project was completed in North Queensland, with 3,500 people participating. The program focused on the early detection and treatment of Sexually Transmitted Infections and chronic conditions in a high-risk population.

Communicable diseases

- A new database for notifiable diseases was developed and implemented.

a well person's clinic



- Minimising health care related infection within Queensland Health facilities has been promoted through the implementation of monitoring processes.
- Developmental work is ongoing to improve surveillance of a range of notifiable conditions, for example meningococcal disease, pneumococcal disease, Q fever, hepatitis C, and others. This work supports both statewide public health network and Commonwealth initiatives.
- The *Queensland Health Aboriginal and Torres Strait Islander Environmental Health Strategy 2001-2006* commenced to improve environmental health standards for the Indigenous population.
- A video was produced to promote the roles, responsibilities and importance of Indigenous environmental health workers employed by Indigenous community councils.
- Implementation of the *Radiation Safety Act 1999* and the *Radiation Safety Regulation 1999*, commenced.

Environmental health

- Implementation of the national food safety reforms was enhanced through:
 - the delivery of more than 70 food safety seminars across the State for food handlers, industry representatives, enforcement officers from local government, and Queensland Health staff
 - the distribution to all key stakeholders of a range of fact sheets and guidelines to aid in consistent interpretation of the Food Safety Standards
 - the establishment of the Food Safety Stakeholders Forum, a Ministerial advisory body, to consult with stakeholders on the implementation of food reforms.
- Queensland Health:
 - developed template radiation safety and protection plans to assist clients to meet their legislative obligations
 - produced *Information for Possession Licensees, Information for Use Licensees, Information for Accredited Persons* and *Information for Radiation Safety Officers* booklets.
 - The Radiation Advisory Council, a Ministerial advisory body, was constituted under the *Radiation Safety Act 1999* to advise the Minister and the Chief Executive on the operation and application of the Act.
 - The Clinical and Related Waste Management Plan for Queensland Health facilities was developed and implemented to meet Queensland Health's legislative responsibilities under the Environmental Protection legislation.



improving the standard of
environmental health

Alcohol, tobacco and other drugs

- Implementation of the Queensland Tobacco Action Plan 2000/2001 – 2003/2004 commenced. This plan will help reduce the significant burden that smoking places on the community.
- The *Tobacco and Other Smoking Products (Prevention of Supply to Children) Amendment Bill 2001*, was passed by the Queensland Parliament on 3 May 2001, and will come into force on 31 May 2002. This legislation will further restrict the placement of tobacco vending machines; restrict tobacco advertising

and reduce public exposure to passive smoking.

- Implementation of the Council of Australian Governments' illicit drug diversion initiative commenced. This initiative included the establishment of a Queensland-based police diversion program for offenders caught with 50 grams or less of cannabis.

Oral health

- Fifteen new mobile dental clinics and two additional mobile dental vans were commissioned.
- Implementation of the Happy Teeth Happy Child and Healthy Teeth for Life oral health promotion programs took place.
- The first cohort of Bachelor of Applied Health Science (Oral Health) students graduated. This cooperative program between Queensland Health, University of Queensland and Queensland University of Technology highlights Queensland Health's commitment to allied oral health professionals.

Cancer prevention and control

- The Queensland Health Pap Smear Register was fully implemented and the BreastScreen Queensland Registry established.
- Cervical screening services in rural and remote areas were enhanced through the Mobile Women's Health Service, the Royal Flying Doctor Service and the Rural and Remote Women's Health Program.
- BreastScreen Queensland celebrated its 10th anniversary and one-millionth breast cancer screening.
- The Phase II State Plan for BreastScreen Queensland (2001-2006) was developed to increase the participation of women aged 50 to 69 years and improve monitoring and treatment services that enables Queensland Health to ensure that

the program is on track to reduce illness and death from breast cancer.

- The Indigenous Women's Cervical Screening Strategy projects commenced.
- Information sheets on the BreastScreen Queensland and the Queensland Cervical Screening Programs were distributed to general practitioners.
- The Queensland Skin Cancer Prevention Strategic Plan was developed with a series of complementary resources including Shade Creation Guidelines for Local Government, Shade Training CD for architects and planners, Early Childhood Sun Safety Storybook with the Wiggles Touring Group, and a joint media buy with the Queensland Cancer Fund.

Injury

- Under the Quality Improvement and Enhancement Program, best practice strategies in the areas of risk identification, falls and injury prevention are being trialled in 16 sites to reduce the incidence of falls within Queensland Health hospitals and nursing homes.
- A collaborative project with Fitness Queensland, Queensland Keep Fit Association, and Sport and Recreation Queensland, has conducted four Queensland workshops to increase skills of 25 fitness instructors in falls prevention in older persons.



- A collaborative Safe Playgrounds Project has developed a series of Safe Play fact sheets to raise awareness of playground safety among statewide stakeholders with a responsibility for design, installation and maintenance of playground equipment.

Communities and local government

- Queensland Health is actively participating in the development of the Aboriginal and Torres Strait Islander Ten Year Partnership which is a long-term policy framework to achieve better outcomes for Indigenous peoples in relation to eight priority areas: justice, reconciliation, family violence, human services, service delivery, community governance and land, heritage and natural resources.
- The Public Health Protocol between Public Health Services, Local Government Association of Queensland and the local governments of Queensland was launched in August 2000. The protocol aims to improve collaboration between these groups in addressing public health issues.

Nutrition, physical activity and chronic disease

- A discussion paper was produced to inform the development of Eat Well Queensland, the Queensland Public Health Food and Nutrition Strategy under the auspices of the Queensland Public Health Forum
- The Healthy Food Access Basket 2000 Survey was completed, and a full report has been distributed. The survey aims to survey food outlets throughout the State.
- The review of Lighten Up to a Healthy Lifestyle Program has been completed to enhance the weight loss program for the community.

Health care for children and young people

- The fourth and final phase of the school-based Youth Health Nurse program recruited an additional 21 nurses, expanding the Program to 112 nurses.
- The Health Promoting Schools Manual – *A toolbox for promoting health in schools* – was developed for health staff working with schools and for school communities.



working with
communities

Performance

Measures	target	performance
Quantity		
Number of women screened for breast cancer	170,000	168,742
Number of women screened for cervical cancer	298,000-302,000	299,200
Breast screening participation rate for women aged 50-69 years	58-62%	57.4%
Number of vaccines distributed	1 m –1.020m	1,423,303
Immunisation rate for children at two years of age	85%	87.8%
New cases of HIV infection	<100	<100
Number of clients participating in the methadone program	3,800	4,028
Number of radiation safety audits	700	650
Number of radiation safety officers	500	236
Number of accreditation certificates issued	new measure	108
Number of schools supported by the school nurse program	170	170
Number of completions of oral health treatments for school-age children	330,000-340,000	341,000
Quality		
Proportion of breast screening services meeting national accreditation	100%	100%
Level of cure of all notified cases of tuberculosis	96-100%	95%
Timeliness		
Proportion of vaccination service providers who receive vaccines within acceptable timeframe	93-97%	95%
Proportion of selected communicable disease outbreak investigations initiated within 24 hours	85%	90%
Proportion of environmental health, food and food-borne illness complaints, investigations initiated within one working day of notification	78-82%	95%



Acute inpatient services

Our work

This output covers hospital-based medical, surgical and obstetric services provided through a network of public hospitals across the State.

Our people

A dedicated staff of medical, nursing, allied health, other health professionals, administrative and support staff provide an integrated continuum of care for all who are admitted to hospital.

Servicing our clients

Queensland Health is committed to increasing equity and access to high quality acute hospital services for clients on a Statewide basis and enhancing tertiary level services in both metropolitan and provincial locations.

Key achievements

- By June 2001, 81 acute inpatient services were accredited: 68 by the Australian Council on HealthCare Standards (ACHS) against the Evaluation and Quality Improvement Program (EQiP) and 13 by the Institute for Healthy Communities Australia against the Quality Improvement Council Standards (QIC).

- A Statewide Radiation Oncology Services Plan led to the following improvements:
 - Royal Brisbane Hospital: additional registrar and radiotherapy staff. The enhancement of registrar positions is part of the commitment to meet future medical workforce requirements.
 - Townsville Hospital: radiotherapy services increased through the appointment of locums and two radiation therapists. An additional full-time radiation oncologist position was approved.
 - Sunshine Coast: new funding to support radiotherapy patients by purchasing services and treatment provided by the private sector, as well as allowing for the integration of consultant radiation oncologists into multidisciplinary oncology services provided at Nambour Hospital.
- Neonatal and paediatric services at the Redland Hospital were enhanced by: the commissioning of a fully operational special care nursery, increased ambulatory services and the appointment of two paediatricians. In addition, the new collocated Mater Private Hospital at Redland was opened.
- The new Princess Alexandra Hospital facility opened with the transition and successful move of patients from the old wards to the new undertaken in February 2001.
- The new Mater Children's Hospital was opened in May 2001, with Queensland Health providing \$50 million in capital funding for the hospital. In addition, Queensland Health funded: improved cochlear implant services from the Mater Adult Hospital, and a new outreach mapping service in provincial areas for both child and adult cochlear implant patients.
- A \$10 million specialised stroke unit, funded jointly by Queensland Health and donations, was established at Royal Brisbane Hospital. The unit provides world-class clinical care and



- management of some 350 stroke victims admitted to the hospital each year, and also has a strong focus on research and education.
- Queensland Health implemented a Transition II Clinical Costing and Benchmarking System in 25 major public hospitals, including the Mater Public Hospitals. The system enables analysis and reporting of hospital costs, revenue, casemix data and other management information.
 - Southern Zone implemented Clinical Service Networks to ensure that the same standard of care applies to all patients, regardless of where they are located. This process led to:
 - development of a standardised obstetric patient record
 - implementation of Obicare Perinatal Data Collection information system
 - review of paediatric and neonatal retrieval and transfer systems
 - review of the distribution of elective and non-elective orthopaedic services
 - development of a zonal paediatric services plan.
 - A new Queensland Haemophilia Centre, which runs cooperatively between the Royal Children's and Royal Brisbane Hospital, provided improved services for people with haemophilia and von Willebrands disease. The centre conducted outreach clinics at Toowoomba, Gold Coast, Townsville, Cairns and Nambour.
 - The Clinicians Knowledge Network commenced in public hospitals throughout the State and provides clinicians in all public hospitals with online access to clinical information 24 hours a day, seven days a week.
 - The Waiting List Reduction Strategy was progressed.

Major capital works projects

- Completion of the redevelopment of Logan Hospital
- Completion and commissioning of the new Princess Alexandra Hospital
- Completion and commissioning of the new Caloundra Hospital
- Establishment of a Toowoomba Linen Service at the Baillie Henderson Hospital Campus
- Completion of the redevelopment of the new acute component of the Townsville Hospital at Douglas
- Completion of ward upgrading at Mackay Hospital, as part of ongoing redevelopment includes a new Women's and Children's Unit, Intensive Care Unit and Accident and Emergency
- Completion of a number of works associated with the redevelopment of Rockhampton Hospital comprising a new pathology building, a new administrative building, upgrading of lifts and high voltage switch gear
 - Provision of a new satellite renal service at Innisfail Hospital
 - Provision of a new theatre block and mortuary at Maryborough Hospital plus a number of refurbished areas as part of its redevelopment
 - Construction of new staff accommodation at Coen.

Performance

Measures	target	performance
Quantity		
Acute inpatient episodes of care	690,000-710,000	660,005
Acute inpatient weighted episodes of care	1,310,000-1,345,000	1,388,053
Same day episodes of care	310,000-323,000	303,826
Same day episodes of care as a proportion of total episodes of care	44.9%-45.5%	46.0%
Occupied bed days	2,150,000-2,250,000	2,048,758
Average length of stay	3.08 days	3.11
Quality		
Facilities and services with recognised third part accreditation including use of patient satisfaction assessment systems	75	81
Timeliness		
Elective surgery patients waiting for treatment in specified timeframe at 30 June 2001		
Category 1 (30 days)	95 %	93.1%
Category 2 (90 days)	95%	89.4%
Cost		
Average cost per weighted episode of care	New measure	\$2,317

Non-inpatient services

Our work

This output covers services provided outside the hospital ward environment such as in the outpatient clinics, accident and



emergency units and through community-based health services that are an extension of hospital care. This includes the clinical management of cardio-vascular disease, and secondary prevention services for patients with cardiovascular disease, diabetes and cancer, and adult oral health services.

Our people

Staff provide services from community health facilities and as visiting and outreach services. A combination of pre-admission, post-acute and outpatient services are provided in Queensland hospitals. Staff also provide emergency medicine services in public hospitals.

Key achievements

Hospital emergency units and non-inpatient hospital services

Emergency medicine

- The emergency department at Cairns Base Hospital was enhanced by the appointment of an additional full-time specialist.
- Other achievements included:
 - implementation of clinical best practice development projects across Queensland hospital emergency departments to reduce patient waiting times and improve services
 - development and implementation of a statewide emergency department benchmarking process to support the reduction of waiting times in Queensland emergency departments
 - appointment of Principal Clinical Coordinators to manage aero-medical retrievals across the State.

Joint Commonwealth/State initiatives in rural and remote locations

In 2000/2001 Multipurpose Health Service (MPHS) Initiatives were approved for Woorabinda and Theodore bringing the total number to 10. Other sites are Clermont, Cooktown, Dirranbandi, Inglewood, Mossman, Munduberra, Quilpie, and Texas.

- The Multipurpose Health Service Initiative is a joint Commonwealth /State initiative that aims to improve access to more flexible, integrated health and aged

care services in small rural communities.

- During 2000/2001 Queensland Health has been active in progressing the implementation of the Commonwealth's Regional Health Services (RHS) Program in priority sites around the State including:
 - Theodore and nearby towns: additional funding to extend its primary health care services
 - Douglas Shire (Mossman): funding for indigenous health initiatives and primary health care coordination
 - Cooktown: funding for Indigenous alcohol and drug workers
 - Clermont: funding for a range of primary health care initiatives and integrated chronic disease management
 - Collinsville: funding to improve youth health services
 - Bauhinia Shire (Springsure): funding for a range of initiatives to improve young peoples' health, develop health promotion programs, and improve responses to aged care needs and mental health.

Community health care

- Expansion of the Triple P Positive Parenting Program continued and the program is now offered from every health service district. Community health nurses deliver the Primary Care, Self-Help and Group Triple P programs in their local communities. Since the commencement of the program in December 1998, 668 Triple P parenting programs have been conducted across the State involving more than 6500 parents.
- Twenty early intervention specialists were employed across Queensland. They worked intensively with families to increase family protective factors and reduce the risk associated with severe emotional and behavioural problems in young children.
- A Family Care Nurse Home Visiting Trial commenced in the Sunshine Coast,

Serving our clients

On an average day throughout Queensland:

- 1901 people present at a hospital emergency service for treatment
- 23,500 outpatient services are provided
- 940 adult patients receive dental treatment

Cairns, Gold Coast and Logan-Beaudesert Districts. Thirteen additional health professionals were employed in the trial districts to provide home-based support to families during the antenatal period and the first year of a newborn's life. The trial is designed as an early intervention for safe and healthy families and assists pregnant women who screen positive to or at risk of domestic violence.

- A new community health centre commenced at Goodna and a new primary health care centre at Tara was opened.
- A renal dialysis unit was constructed at Ipswich Hospital. This will improve access to much needed dialysis services in the West Moreton Health Service District.
- Renal services were improved in the northern part of the State by commissioning a new haemodialysis unit at Innisfail Hospital, upgrading equipment at Mackay and Cairns acute

haemodialysis units and Townsville's community satellite unit. A full-time renal physician was appointed to service the far north.

- A Visual Impairment Prevention Program commenced in the Charleville Health Service District in May. A mobile clinic travels to rural and remote communities to facilitate retinopathy screening. Retinal images are reviewed by a trained local general practitioner, and patients with detected abnormalities are referred to the visiting ophthalmologist.
- Public dental services were established at Miles improving access to dental services for residents of the Northern Downs Health Service District.

Aboriginal and Torres Strait Islander Health

Strategic Partnerships

In August 2000, a Memorandum of Understanding (MOU) was signed by the Queensland Aboriginal and Islander Health Forum, Royal Australian College of General Practitioners (Qld), Queensland Rural Medical Support Agency, Queensland Divisions of General Practice Association, Mt Isa Centre for Rural and Remote Health, Commonwealth Department of Health and Aged Care, Australian Medical Association (Qld), Rural Doctors Association (Qld) and Queensland Health to establish the Queensland Aboriginal and Torres Strait Health Alliance. The Alliance worked to identify the gaps in the health system for Aboriginal and Torres Strait Islander people. Working with general practitioners, the Alliance has assisted in addressing their needs to ensure that equity and access is gained.

Programs

- Two initiatives: the Enhanced Model of Primary Health Care and the Chronic Disease Strategy for Aboriginal and Torres Strait Islander Communities commenced in Napranum, Hopevale and Aurukun.

→ Capital works projects completed

Community health

- Fitout of leased building (Centenary Square) for the Nambour Community Health Centre
- Upgrade of the Nambour Oral Health Clinic
- Construction of a new Community Health Centre at Goodna
- Fitout and refurbishment of existing facilities on The Prince Charles Hospital Campus for the Chermside Community Health Centre
- Construction of a new Dental Clinic at Mareeba
- Provision of new expanded staff accommodation at Longreach
- Refurbishment of Boonah Hospital including an upgrade of the emergency department along with improved security.

- Queensland Health and the Apunipima Cape York Health Council developed an alcohol and drug strategy for the Cape and conducted an Indigenous men's health conference.
- The establishment of Queensland's first self-care dialysis on Mornington Island was a major initiative during the year. In collaboration with the Commonwealth Office of Aboriginal and Torres Strait Islander Health a renal prevention service for Cape York, based in Weipa, has been established.
- Agreements between Queensland Health, the Commonwealth Office of Aboriginal and Torres Strait Islander, and Community Controlled Health Services to ensure efficient and effective service provision to continue eye health programs to communities in need.
- A two-year pilot program was completed to provide ear, nose and throat specialist outreach services to Aboriginal and Torres Strait Islander children in rural and remote areas of North Queensland through a collaboration between the Commonwealth Office of Aboriginal and Torres Strait Islander Health and Queensland Health.
- An Indigenous Paediatric Respiratory Outreach Program to selected Aboriginal and Torres Strait Islander communities in rural and remote Queensland was managed jointly by the Department of Respiratory Medicine at the Mater Children's Hospital, the Indigenous Health Program at the University of Queensland and the Queensland Institute of Medical Research. Funding was provided from Queensland Health, the Mater Children's Hospital and the Commonwealth Office of Aboriginal and Torres Strait Islander Health.

Performance

Measures	target	performance
Quantity		
Number of non-inpatient occasions of service (including emergency medicine)	7,500,000-7,800,000	8,622,030
Total emergency medicine occasions of service	670,000	694,131
Number of completed adult courses of care:		
Emergency/immediate dental clients	186,000-198,000	237,000
General dental clients	130,000-143,000	127,000
Quality		
Facilities and services with recognised third party accreditation including use of patient satisfaction systems	195	284
Proportion of surveyed clients expressing satisfaction with oral health services	>90%	94%
Timeliness		
Proportion of patients attending emergency departments treated in standard timeframes for		
Category 1 (immediate)	100%	98.0%
Category 2 (within 10 minutes)	80%	70.0%
Category 3 (within 30 minutes)	75%	59.0%
Category 4 (within 1 hour)	70%	65.0%
Category 5 (within 2 hours)	70%	86.0%

Integrated mental health services

Our work

This output covers integrated community and acute mental health inpatient services, extended inpatient mental health services, and mental health promotion and illness prevention activities including suicide prevention. The target client group is people with severe mental illness. The general population and identified risk groups are also covered by mental health promotion, prevention and early intervention activities.

Our people

Mental health workers include psychiatrists, registrar/medical officers, registered and enrolled nurses, psychologists, occupational therapists, social workers and social work associates, recreation officers, speech pathologists and administrative staff who work directly with clients in the community, public hospitals and psychiatric hospitals.

Serving our clients

The range of services offered to clients includes referral, intake, assessment, and continuing treatment and rehabilitation using case management to achieve continuity of care.

On an average day throughout Queensland:

- More than 3900 staff are available to provide acute and extended treatment in an inpatient setting and a range of services in community settings, including

intake, assessment and case management for the full range of mental health conditions

- More than 1400 beds are available for acute and extended treatment and care of people with a mental illness
- More than 70 non-government community organisations funded by Queensland Health provide a range of mental health programs across Queensland with direct financial grants and other assistance from Queensland Health

Key achievements

Legislation

- *The Mental Health Act 2000* Implementation Project team was appointed in September 2000 to coordinate successful transition to the new Act, which was passed by Parliament in May 2000 and will be implemented towards the end of calendar year 2001.
- The Mental Health Review Tribunal Transition and Implementation Project commenced in December 2000. The project is setting up the structure and operations of the new Mental Health Review Tribunal established under the Mental Health Act 2000 and finalising the affairs of the outgoing Patient Review Tribunal to ensure the effective transition from the current legislative scheme to the new system.

Strategic policy

- Implementation of the Aboriginal and Torres Strait Islander Mental Health Policy Statement designed to provide better mental health outcomes for Indigenous Queenslanders
- The FRIENDS anxiety prevention program was trialled with immigrant and refugee children, and a leaders' manual developed specifically to work for this group. A Non-English Speaking Background Mental Health General Practice Shared Care Project, between



providing acute and extended treatment

GPs and Queensland Health, has been piloted in the South Brisbane area. This may lead to the implementation of similar models nationally.

- A new Queensland Health framework to guide promotion, prevention and early intervention in mental health, included the distribution of *Mindmatters* (a resource kit for teachers) to all secondary schools in Queensland.
- a pilot project was conducted in Innisfail involving a whole of community response to mental health and strategies to address grief and loss.
- The \$1.5 million Life Promotion Program (LPP) which is a jointly funded initiative between Queensland Health and the Commonwealth Department of Health and Aged Care under the National Suicide Prevention Strategy was established. Project officers will service rural areas including Winton, Longreach, Biloela, Emerald, Charters Towers and Atherton to build the capacity of these communities to prevent suicide.
- All health service districts that have mental health facilities have contracted an accreditation agency to identify

priority areas for improvement in preparation for an external audit against the National Mental Health Standards to be completed by June 2003.

Improving care

- Queensland Health signed a Memorandum of Understanding with the Queensland Police Service designed to improve responses to people with mental illness in crisis situations. The MOU will facilitate the implementation of joint protocols at the district level to enable cooperation and more effective responses in mental health crisis situations.
- Health services to young people in youth detention centres were improved through the development of a new model of service delivery. New services will improve access to mental health, general health, dental health, and alcohol, tobacco and other drugs services for young detainees.
- Consumer and carer input into the development of state mental health policies, plans, legislation and standards has been enhanced through the reconstitution of the Queensland

enabling
effective
responses
to crisis
situations

Capital works projects

Supporting mental health delivery

- A 40-bed Acquired Brain Injury Unit and a 24-bed Psychogeriatric Unit were commissioned in the Bayside Health Service District.
- A 27-bed Community Care Unit was commissioned and another 20 beds were refurbished at Charters Towers Hospital.
- Community Care Units were commissioned with 20 beds each in the Redcliffe-Caboolture and the Sunshine Coast Health Service Districts.
- A 20-bed Extended Secure Unit was commissioned at The Prince Charles Hospital.
- The Logan-Beaudesert Health Service District commissioned 10 adolescent beds and another 11 child and adolescent beds funded by Queensland Health were commissioned at St Vincent's Hospital on the Gold Coast.

Consumer Advisory Group. The group has been given revised terms of reference, and made more representative of the community through the inclusion of representatives from rural and remote areas, people with Indigenous backgrounds and people with a non-English speaking background.

- As part of an implementation framework to develop child and youth mental health services, an early intervention pilot program was established in Inala and Logan to address the mental health needs of young people aged from 15-24 years.

Performance

Measures	target	performance
Quantity		
Mental health acute inpatient episodes of care	22,000-24,000	21,180
Mental health acute inpatient occupied bed days	200,000-220,000	209,706
Mental health acute inpatient average length of stay	9.0-9.5	9.9 days
Mental health patients treated in the community	67,000-70,000	67,000
Number of youth suicide prevention networks established across the state	19	19
Quality		
Services meeting national standards in the priority areas of risk management, outcome measurement, consumer participation and professional development	18	8



providing better
mental health outcomes

Health maintenance services

Our work

This output combines services reported separately in 1999 - 2000. It includes services provided in residential aged care facilities, hospital and community-based rehabilitation, respite and palliative care services, and Home and Community Care Services (HACC) for frail older people and younger people with moderate to severe disabilities. These services provide support and care in residential or home environments, depending on the needs and preferences of clients and carers.

Our people

Specialist medical, nursing, allied health and other staff provide services in residential facilities and community settings. Care is delivered in conjunction with general practitioners, staff of non-government agencies, volunteers and family members.

The Commonwealth and Queensland Health provided funding through HACC to more than 722 community projects that provide services such as domestic assistance, social support, personal care, home maintenance and modification, food services, respite care,

transport services, allied health services, community-based nursing and information services across the State. Queensland Health provided about one third of these funds.

Key achievements

Home and Community Care

- There was a 9.7 per cent increase in funding to enhance HACC funded services provided to the community. This was primarily directed to priority areas such as the enhancement of domestic assistance, social support, respite care services, and services for Indigenous clients.
- In 2000-2001 a total of 17 community organisations received HACC funding for the first time for new community based services across the State.
- In accordance with the *HACC Amending Agreement (1999)*, (A Commonwealth and State Government agreement signed in December 1999), Queensland Health continued reforms including:
 - implementation of the HACC Minimum Data Set (MDS), which will build up a nationally consistent picture of different types of clients, where they are located in Australia and the type of help they require.
 - the implementation of reviews for all agencies against the National Service Standards to establish consistent quality measures for both management and client services.
 - establishment of three-year service agreements with 722 service providers to ensure greater accountability and consistency in administration and service provision across the State.
 - Statewide training sessions in the HACC MDS were completed across all HACC-funded service providers in Queensland to ensure compliance and accuracy in reporting data.
 - Some 145 organisations received capital funding to purchase and/or upgrade computer equipment to support the

Serving our clients

On an average day, HACC services provide approximately:

- 3308 hours of domestic assistance and social support services
- 688 hours of personal care
- 1600 hours of home respite care
- 7714 person hours in day respite centres
- 9146 delivered meals to frail older people and people with disabilities.

collection of data for reporting against the minimum data set. Two new HACC Indigenous service development officers were appointed, bringing the total to four positions across the State plus one for South Sea Islander people. These officers work closely with HACC-funded Indigenous and South Sea Islander agencies to build their knowledge, skills and capacity to provide effective, and quality services to clients.

- An agreement was negotiated with the Department of Veterans Affairs to enable a continuation of HACC services such as meals on wheels and transport to veterans.

Residential aged care

- All 21 State Government residential aged care facilities achieved accreditation by the January 2001 target set by the Commonwealth. Queensland Health has committed \$120 million over the next five years to redevelop facilities to ensure they meet the Commonwealth standards that will apply in 2008.

Palliative care

- Queensland Health completed its *Strategic Directions for Palliative Care* document. This sets the broad direction for palliative care over the next five years to:
 - improve equity and access to palliative care services in the setting of choice
 - better meet the varied needs of clients
- The 1800 Palliative Care Information Service commenced operation in December 2000. The project will be evaluated in 2001
- Queensland Health funded the establishment of the Centre for Palliative Care Research and Education to support and encourage the exchange of knowledge and ideas to improve clinical, ethical, service delivery and management practices in palliative care.
- A partnership between Bayside Health Service District and Mt Olivet has improved access to palliative care by transferring palliative care beds to the new Bayside Hospice.



tailoring services to meet individual needs

Performance

As part of the implementation of the MDS, the original HACC service types were realigned with the new Minimum Data Set service types. Funding allocation and reporting processes now use the MDS data types.

Measures	target	performance
Quantity		
Rehabilitation occupied bed days	120,000-130,000	125,597
Palliative care occupied bed days	25,000-27000	30,040
Respite care non-acute occupied bed days	10,500-11,500	–
Home and Community Care services in Queensland – target population	339,000	325,037
Nursing care client hours	522,000	521,698
Respite care – home based client hours	832,000	832,190
Respite care – centre based client hours	2,815,900	2,815,926
Transport support – number of trips	279,000	278,464
Allied health care client hours	175,000	175,412
Meals on Wheels – number of meals	2,424,600	2,835,199
Domestic assistance/personal care client hours	1,406,800	1,682,079
Home Maintenance client hours	273,700	273,715
Quality		
Number of State Government residential aged care facilities and services meeting National Accreditation Standards	21	21
Number of HACC Projects reviewed using the National Service Standards Instrument	200	88

improving
access to
palliative
care

Note: The data source for the HACC Program is undergoing transition. These figures are a collation of two data collection systems.

