

Organisation



This standard applies a modified version of the National Privacy Principles found in the Commonwealth Privacy Act to personal information handled by the Department.

It is important to note however, that the Department is not subject to Commonwealth privacy legislation. Detailed information on the Department's information privacy scheme, including a copy of our privacy plan, is available on our website at <http://www.health.qld.gov.au/privacy>

Complaints regarding breaches of privacy are dealt with in accordance with the Department's complaints management system. Any complaints should be raised directly with the complaints coordinator at the point of service in the first instance.

A list of complaints coordinators is attached to the Department's privacy plan at the above website. General inquiries may be directed to the Department's privacy contact officer at privacy@health.qld.gov.au

How we deliver services

Queensland Health has the State's largest operating budget and payroll of up to 64,555 staff in clinical and non-clinical roles.

The Department's facilities are found as far north as Boigu Island near our border with Papua New Guinea, west to Camooweal near the Northern Territory border, and south to Mungindi on the New South Wales border.

Our network of care operates through 37 health service districts with 202 acute care facilities, 570 non-inpatient services including mental health, oral health, community health and pathology services and in the reporting period 20 State Government residential aged care facilities.

A complete list of Queensland Health hospitals and facilities can be found at http://www.health.qld.gov.au/hospitals/facility_list.asp

As well as treating ill health, injury and disability, we also help people manage their own health needs and maintain good health.

Our services include child health and school-based

programs; aged care and home and community care for frail older people and people with disabilities; oral health; mental health; Indigenous health, and immunisation.

In addition, we fund 781 community, local government, education, church-based and special interest groups to provide the services people need in their own homes and communities.

Streamlining corporate services

The Queensland Government Shared Service Initiative is a whole-of-government approach to corporate services delivery. It aims to provide high quality, cost-effective corporate services to Queensland State Government departments.

Shared Service Providers and CorpTech were established from 1 July 2003, through the consolidation of corporate service functions from departments and existing shared service providers.

Departments are grouped into six clusters, each serviced by a dedicated shared service provider, with CorpTech providing services to all shared service providers.

On 1 December 2003, Queensland Health transferred responsibility and staff for selected corporate functions, such as human resource management, finance and procurement, to the Queensland Health Shared Service Provider (QHSSP).

The responsibility and functions for some services were transferred to CorpTech on 1 July 2003.

During the seven months from December 2003, a total of 1,671 full-time equivalent staff delivered services as part of the QHSSP at a total expense budget of \$70,085,000.

Shared services in Queensland Health encourages innovation, utilising technology and process standardisation to deliver responsive, high quality corporate services.

*help people
manage their
own health needs
and maintain
good health*



Significant achievements during the first year of operation included:

- maintaining business continuity while establishing the shared service provider;
- successful transition of 1,671 full-time equivalent staff to shared services without industrial dispute, supported by an extensive transition briefing process; and
- significant contribution to whole-of-government initiatives while maintaining service delivery standards.

setting out the level and capability of acute hospital services required to support quality and safety

Ensuring the quality of our health services

Queensland Health's Quality and Safety Program addressed a wide range of initiatives to reduce variation and promote evidence-based care in health service delivery across the State.

Major outcomes

- A standardised medication chart was developed by the Medication Safety Adverse Drug Event Prevention Project to reduce human error in prescribing, dispensing and administration phases of medication. It was implemented in 40 sites across Queensland Health, and will be used as a template for a national medication chart.
- More than 450 healthcare professionals including 40 senior medical staff across 26 hospitals were involved in the Collaborative for Healthcare Improvement. This initiative aims to identify gaps between evidence and practice in patient care. It analyses hospital performance, improvements, audit review and core clinical data.
- The Quality Performance Reporting Information Management System (QPRIMS), a performance assessment framework for funded non-government health organisations, was developed. It uses performance standards in key health priority areas of access, appropriateness, consumer focus, continuous quality improvement and sustainability.
- In September 2003, the Centre for Health Care Related Infection Surveillance and Prevention (CHRISP) at the Princess Alexandra Hospital released its second annual report to participating hospitals. A comprehensive compilation of three years of data will be released in late 2004.
- A Service Capability Framework, Acute Hospital Services (public and private), setting out the level

and capability of acute hospital services required to support quality and safety, was implemented. An Australian first, the framework lists minimum support services, safety standards and staffing requirements applying to most acute hospital services in the public and private systems.

Statewide, acute hospital services are using the framework to compare current services against required standards. This information will help identify any need for risk management and/or changes to service delivery. The framework also helps improve the planning of health services with acute hospital providers and service planners using it to aid communication.

Ensuring the quality and safety of our mental health services

- Service guidelines were developed to enhance consistency and quality in mental health service delivery across the State, targeting: sexual safety, hepatitis C, use of anti-psychotics, high dependency units, violence, illicit substance abuse, deafness, and suicidal behaviour and risk.
- A training strategy was implemented and local partnership protocols established between mental health services and disability support services across the State to improve access to services and support for people with a dual diagnosis of mental illness and intellectual disability.
- The entire clinical workforce was trained and is now collecting standardised information on clinical outcomes for consumers of mental health services. This information will inform clinical benchmarking, best practice in service delivery and case complexity information. Research projects have been implemented to evaluate the appropriateness of standardised information tools to Aboriginal and Torres Strait Islander consumers and culturally and linguistically diverse consumers.
- A sum of \$0.5 million was provided to implement a range of consumer and carer participation initiatives across Queensland, in line with the Action Plan for Consumer and Carer Participation in Queensland Mental Health Services 2003.