



## Telehealth

- 2003-04 saw the expansion of Telehealth facilities across Queensland Health with 300 sites now having access to supported and consistent Telehealth technology.

Telehealth enables a range of specialist services to be delivered to Queenslanders living in rural areas, including renal services, pre-admission clinics, orthopaedic outpatient clinics and ophthalmology services.

- Queensland Health is participating as the lead agency in a trial for a State Government videoconferencing network, allowing public sector workers from around the State to access videoconferencing services, reducing the need for travel.
- Queensland Health has made considerable investments in technology to enable better delivery and administration of health care across the State. Examples include:
  - insourcing of the Finance and Materials Management Information System FAMMIS and the Decision Support System (DSS). These major administrative systems were run by an external commercial organisation, but are now operated under the full control of Queensland Health staff;
  - establishment of Enterprise Data Centres for the secure delivery of healthcare computer services across the State. In the event of an emergency at one data centre, another can take over;
  - upgrading and rationalisation of the local computer systems for office systems (file storage, electronic mail, printing) across the State;
  - development of I-Net, an advanced method of programming new healthcare computer systems so that Queensland Health gains the advantages of both local initiative and orderly collaborative development;
  - introduction of highly secure encryption so that sensitive records can be sent within and beyond Queensland Health efficiently and securely. This will enable continuity of care between Queensland Health and its partners such as general practitioners and external clinics; and
  - completion of an extensive high-speed data network across the State so that all regions have access to the main computer systems.

## Skills Development Centre

During 2003-04, \$7.3 million was invested in the development of the Queensland Health Skills Development Centre (SDC) at Herston. The centre will be the hub for a wide variety of training programs for health care professionals from all over Queensland.

It will feature state-of-the-art procedural skill laboratories, sophisticated simulation models, a communications laboratory and a versatile training ward which can be adapted to meet the training needs of doctors, nurses and other health professionals.

The centre went from concept and design to construction during 2003-04.

### State-of-the-art equipment

The centre placed most of the orders for its medium-to-hi-fidelity automated training manikins during 2003-04 and has purchased a number of 'firsts' in Australasia. The endo-vascular virtual reality trainer, VIST, is the first of its kind in Oceania. It will allow training from basic to advanced level for proficiency in a range of interventional radiology, invasive cardiology and vascular surgical techniques.

The centre is procuring two Haptica trainers, which will allow for assessment of the motor skills of surgeons. This system uniquely combines both real tissue and virtual reality and will be the first of its kind in Australasia.

### Financial model

Considerable work has been undertaken in developing the SDC financial model. The pricing strategy has been agreed; the basis of which is that the core overhead of the centre (staff and non-staff costs) will not impact on any course costs for Queensland Health staff.

### Supporting instructors

Instructors have received training at the centre's main crisis resource management courses: Anaesthetic

*secure delivery  
of healthcare  
computer services  
across the State*

## Our people



Crisis Resource Management, Emergency Crisis Resource Management and Effective Management of Anaesthetic Crises.

The SDC conducted a debriefing training workshop for instructors, delivered by Anastasia Novella who has considerable expertise in debriefing training at both the St Vincent's Centre in Melbourne and Southern Health Centre in Melbourne. It was well received.

A memorandum of understanding has been signed with Anastasia Novella and Associates to enable continued support to instructors. Consideration will be given to an advanced debriefing master class when the SDC instructors have more hands-on experience.

- Dr Thomas Mayne Ferrier, of Indooroopilly, was awarded a Member of the General Division of the Order of Australia for service to medicine as a clinician and to medical education.

- Dr David Crompton, Director of Acute and Community Mental Health at Toowoomba District Mental Health Services, received the Order of Australia Medal for services to community mental health.

- Una Radloff, after 21 years of service the longest serving volunteer at Moreton Bay Nursing Care Unit, was awarded the Order of Australia Medal in the Australia Day Honours list.

- Caroline Weaver, Redcliffe-Caboolture Health Service Nursing Director, received an Australia Day Public Service Medal for outstanding public service in the field of midwifery, nursing and support to women's health.

- Trevor Barnes, Queensland Health's Manager of Emergency Health Services Unit, received an Emergency Services Medal in the Australia Day Honours.

• Three Queensland Health staff were among 110 Australians awarded Churchill Fellowships. They were:

- Logan Hospital Director of Paediatrics Dr Stephen Withers was awarded the Bob and June Prickett sponsored Churchill Fellowship to study paediatric health care delivery in areas of social disadvantage.

- Bayside District Executive Director Acute Services and Nursing, David Miller, visited the US and Europe to explore best practice in recruitment and retention of nursing staff.

- Kirsty Wright, a casework scientist in Forensic Biology at Queensland Health Pathology and Scientific Services, will use her fellowship to investigate improved methods of DNA profiling for use in forensic casework and disaster victim identification.

• Queensland Health's Statewide Telehealth Services won the Innovation and Creativity Category in the Premier's Awards for Excellence in Public Sector Management. The partnership project between Queensland Health Mental Health Services and the Queensland Police Service was highly commended in the Leadership Excellence section.

• Queensland Health Pathology and Scientific Services (QHPSS) was the Queensland winner of the 2003 Gold Award for Quality in the Large

## Recognising excellence

Every day in Queensland Health our people do great things. During 2003-04, the expertise and dedication of many of our staff was recognised both within and outside our organisation. Some of the most notable achievements follow.

- Professor Stuart Pegg from the Royal Brisbane and Women's Hospital was awarded the highly prestigious Giuseppe Whitaker International Burns Prize. The Prize is run by the G Whitaker Foundation in Italy and recognises outstanding burns related scientific activity.
- Five Queensland Health staff received awards in the Order of Australia in the Australia Day Honours list. They were:

## fact file

*During 2003-04, Queensland Health scientists identified a new strain of the flu which was included in a new influenza vaccine for Australia and countries around the world.*

*The new vaccine strain, known as Influenza B/Brisbane/32/2002, was isolated at Queensland Health Scientific Services (QHSS) Virology Laboratory in Brisbane.*