Health Service Directive Policy

Policy Statement
Health service directives shall be developed in consultation with Hospital and Health Services to promote service coordination and integration, optimal use of resources and the setting of standards and policies for the safe and high quality delivery of health services in Queensland.

Intent of this policy
The intent of this policy is to achieve:

- a consistent and rigorous approach to the development and review of health service directives
- comprehensive consultation with Hospital and Health Services (HHSs) and relevant stakeholders during the development and review of health service directives
- health service directives that can be effectively implemented, with due regard to risks and impacts
- health service directives that are registered centrally and accessible to HHSs and the public.

Scope
This policy applies to all employees, contractors and consultants within the Department of Health divisions and commercialised business units.

Principles
Health service directives shall be developed with the following guiding principles:

- **Autonomy:** as the least intrusive option which enables and sustains the greatest benefit for patients and users of the Queensland public health system
- **Clinician-patient relationship:** to optimise the quality of clinician-patient interactions
- **Coordination:** to enable service coordination and integration between HHSs, Department of Health and other service providers
- **Efficiency:** to optimise the efficient and effective use of resources for health service delivery
- **Quality:** to enable and support safe, high quality delivery of health services
- **Consistency:** to ensure consistent approaches to the delivery of health services where necessary
- **Transparency:** to enhance accountability through openness and increased participation, leading to better-informed decision making
- **Accessibility:** be accessible (available and understandable) for staff and the public
- **Alignment:** be lawful and consistent with any whole-of-Government, cross agency or agreed national policy on the same matter.
Legislative or other Authority
- Hospital and Health Boards Act 2011

Supporting documents
- Implementation Standard for Health Service Directive Management
- Implementation Standard for Health Service Directive Consultation

Related policy or documents
- Policy Management Policy QH-POL-042:2013
- Hospital and Health Service Client/Consumer Engagement Strategies
- Hospital and Health Service Clinician Engagement Strategies
- Communication Guidelines – System Manager and Hospital and Health Service

Business area contact
Regulatory Instruments Unit, Policy and Planning Branch, System Policy and Performance Division

Review
This policy will be reviewed at least every three years.

Date of last review: new document
Supersedes: nil

Approval and Implementation
Policy Custodian:
Senior Director, Policy and Planning Branch, System Policy and Performance Division

Responsible Executive Team Member:
Deputy Director-General, System Policy and Performance Division

Approving Officer:
Deputy Director-General, System Policy and Performance Division

Approval date: 5 April 2012
Effective from: 5 April 2012
### Definitions of terms used in this policy and supporting documents

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition / Explanation / Details</th>
<th>Source</th>
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<tbody>
<tr>
<td>Amend</td>
<td>To alter, fix or modify (a health service directive).</td>
<td>Regulatory Instruments Unit (RIU)</td>
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<td>Binding</td>
<td>Compulsory or obligatory (including not able to be altered by HHSs)</td>
<td>RIU</td>
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<td>Business contact area</td>
<td>A business unit, reporting to the chief executive, that acts as the central point of contact in the department of the chief executive, for the purpose of consultation.</td>
<td>RIU</td>
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<tr>
<td>Chief Executive</td>
<td>Chief executive of the department administering the <em>Hospital and Health Boards Act 2011</em>.</td>
<td>Hospital and Health Boards Act 2011</td>
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<td>Consult/Consultation</td>
<td>In the context of this document, consultation refers to a “two-way” exchange including dialogue/discussion between the chief executive or delegate (e.g. health service directive custodian) and HHSs (e.g. CEO or board of directors or delegate).</td>
<td>RIU</td>
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<tr>
<td>Health service directive</td>
<td>A health service directive issued by the chief executive to a HHS under s47 of the <em>Hospital and Health Boards Act 2011</em>.</td>
<td>Hospital and Health Boards Act 2011</td>
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<td>Health service directive custodian (directive custodian)</td>
<td>Officer appointed by the chief executive as responsible for developing a health service directive (including consulting with HHSs) and/or overseeing implementation and review of an approved health service directive.</td>
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<td>At minimum a Senior Officer (SO) or equivalent.</td>
<td>RIU</td>
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<td>Health service directive custodianship is appointed to an individual occupying a certain position, and custodianship remains assigned to that position irrespective of staff movements.</td>
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<td>Health service directive register</td>
<td>A single, centrally maintained catalogue or schedule of health service directives and associated critical and historical information. (May use programs such as Sharepoint or MS Access)</td>
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<tr>
<td>Hospital and Health Service (HHS)</td>
<td>The HHSs are statutory bodies and are the principal providers of public sector health services.</td>
<td>RIU</td>
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<td>Mandatory requirements</td>
<td>Listed in a health service directive, specific compulsory actions to be carried out by a HHS. Mandatory requirements shall be written as clear manner where the required action is specific and unambiguous (i.e. “what shall be done”).</td>
<td>RIU</td>
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<tr>
<td>Rescind</td>
<td>To cancel or retract (a health service directive).</td>
<td>RIU</td>
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### Version Control

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Prepared by</th>
<th>Comments</th>
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<tbody>
<tr>
<td>1.1</td>
<td>04/10/2013</td>
<td>Regulatory Instruments Unit</td>
<td>Minor update (e.g. template and references - no change in intent)</td>
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