

2019–2020
ANNUAL
REPORT



Open data

Information about consultancies, overseas travel, and the Queensland language services policy is available at the Queensland Government Open Data website (qld.gov.au/data).

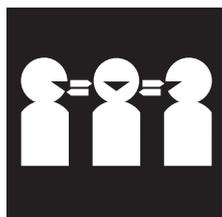
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Acknowledgement to Traditional Owners

Sunshine Coast Hospital and Health Service acknowledges and pays respects to the Traditional Custodians, the Gubbi Gubbi (Kabi Kabi) people, their Elders past, present and emerging on whose lands and waters we provide health services. Achieving sustainable health for Aboriginal and Torres Strait Islander people in the Sunshine Coast and Gympie regions is a core responsibility and high priority for our health services, and is a guiding principle of our overarching strategy, *Making Tracks toward closing the gap in health outcomes for Indigenous Queenslanders by 2033*.

Recognition of Australian South Sea Islanders

Sunshine Coast Hospital and Health Service formally recognises the Australian South Sea Islanders as a distinct culture group with our geographical boundaries. The health service is committed to fulfilling the Queensland Government Recognition Statement for Australian South Sea Islander Community to ensure that present and future generations of South Sea Islanders have equality of opportunity to participate in, and contribute to, the economic, social, political and cultural life of the State.



Letter of compliance

6 September 2020

The Honourable Steven Miles MP
Deputy Premier, Minister for Health and Minister for Ambulance Services
GPO Box 48
Brisbane QLD 4001

Dear Deputy Premier

I am pleased to submit for presentation to the Parliament the Annual Report 2019-2020 and financial statements for Sunshine Coast Hospital and Health Service.

I certify that this Annual Report complies with:

- the prescribed requirements of the *Financial Accountability Act 2009* and the *Financial and Performance Management Standard 2019*, and
- the detailed requirements set out in the *Annual report requirements for Queensland Government agencies*.

A checklist outlining the annual reporting requirements is provided on page 88 of this annual report.

Yours sincerely



Dr Lorraine Ferguson AM
Chair
Sunshine Coast Hospital and Health Board

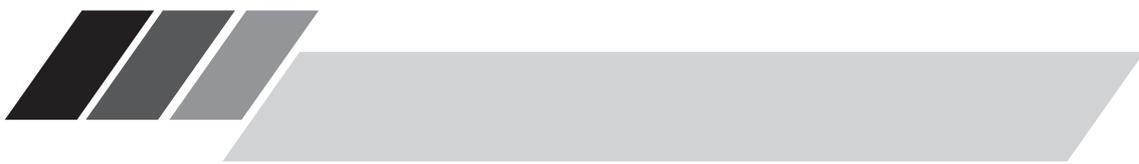


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Statement on government objectives for the community

Never has the importance of an effective public health service been more widely felt than this year amid the coronavirus (COVID-19) pandemic. The health service was able to fulfill its obligations to the community in this space in large part due to the commitment of our workforce and the strength of our planning.

The *Sunshine Coast Hospital and Health Service Strategic Plan 2016-2020* supports the priorities and helps us to align activities with the Advancing Queensland's Priorities of the Queensland Government. The health service's priorities also closely align with Queensland Health's commitment to healthy Queenslanders, accessible and safe services, innovation and research, governance, partnerships and workforce. The organisation's strategic plan and organisational values also support the Queensland Government's objectives for the community and the Queensland public service values.

Sunshine Coast Hospital and Health Service's priorities are:

- Improving everyone's experience of healthcare throughout our health service
- Optimising the health outcomes of our community through collaboration and education
- Delivering sustainable, safe and high-value services driven by continuous improvement, research and education.

These priorities align with the *Queensland Government's objectives for the community, Our Future State: Advancing Queensland's Priorities* which will aim to tackle key health challenges to:

- Give our children a great start; and
- Keep Queenslanders healthy.

These priorities exemplify delivery of the directions outlined in *My health, Queensland's future: Advancing health 2026*:

- promoting wellbeing
- delivering healthcare
- connecting healthcare
- pursuing innovation.



Message from the Chair and Chief Executive

As for many in our community, 2019-2020 was an unprecedented year for Sunshine Coast Hospital and Health Service. Our region's fires in October and November were traumatic for many in our community, and we were proud to partner with other agencies to provide on the ground support, and ongoing recovery efforts. Soon after we were working to respond to the COVID-19 pandemic.

Our Incident Management Team has done an outstanding job in planning and responding to the many challenges. We rapidly mobilised our pandemic response, which included preparing to triple our emergency capacity and double our critical care capacity should the modelled projections of transmission rates in our community eventuate. The health service's continued preparation and response has required commitment, ingenuity and collaboration.

As part of our response, we expanded our contact tracing team to more than 100 people to contain community transmission. Additionally, we established fever clinics, virtual clinics and a drive-through clinic to ensure we could support our community, while working collaboratively with GPs and private pathology providers.

Our hospital teams prepared diligently for the arrival of acutely unwell COVID-19 patients, using our state of the art education facilities to simulate care and ensure safe use of personal protective equipment. Some of the innovative models of care we had already introduced served us well, enabling us to care for people at home where they are most comfortable. In a single year, we tripled the volume of care we delivered virtually, and we thank our ICT Team, which worked hard behind the scenes to safely transition many activities to a virtual setting. Many patients will continue to receive the specialty care they need using digital technology.

The restrictions on non-urgent care, following Commonwealth and Queensland Government decisions to protect available capacity for a COVID-19 response, meant that care for many of our patients was deferred. Our team worked very hard in the last quarter of the year to rebook this care, and we value the support of our private hospital partners. We also

recognise the collaboration with the Wide Bay, Central Queensland and Sunshine Coast PHN, which has included vital links with and support for our primary care partners in general practice, and community education campaigns about healthcare options.

Recognising that members of our Aboriginal and Torres Strait Islander communities and the elderly are particularly vulnerable to COVID-19, we have continued to ensure our ability to support these people in the community. In addition to our own Residential Aged Care Facility, we have collaborated with the many aged care providers in the community to support development of their COVIDSafe Plans.

By working together, we have kept our services running and kept our community and staff safe. We have been overwhelmed by the support and appreciation we received from them this year—letters, billboards and many other thoughtful gestures.

Beyond the natural disasters and pandemic, 2019-2020 has been a remarkable year for Sunshine Coast Hospital and Health Service. Prior to the COVID-19 pandemic, the health service was performing well against the Key Performance Indicators (KPIs) in our service agreement, including the volumes and timeliness of care, and we were on track to deliver our full-year financial goals. Despite the reduction in services due to COVID-19, we are proud to have delivered safe, quality care to our community over the year. Our focus on those with the most acute care needs is evident in the improvement in the percentage of these patients seen within clinically recommended time both in our emergency departments and when we were able, our rescheduling of the vast majority of patients whose elective surgery was deferred during COVID-19.

We are proud to have introduced some new and expanded services for our growing community including in palliative care and eating disorders. Our new RAPID Plastics Reconstructive Surgery Service won a Premiers Award for Excellence, and our Jabba Jabba program received a Queensland Health Award for Excellence in Indigenous Leadership, both having been distinguished for their innovation.



In February 2020, the Deputy Premier, Minister for Health and Ambulance Services announced the launch of a new MRI simulator at Sunshine Coast University Hospital to provide more accurate and effective treatment planning for cancer patients. These new and enhanced services will improve the experience for our patients during their care. Then in June 2020, we announced the renewed 10-year partnership with Ramsay Health to provide public health care.

Following on from our national recognition as a six-star Green Star Healthcare award last year, our commitment to environmental sustainability has continued, with introduction of energy efficiencies and recycling of plastics, metals and other materials across all our facilities as we work towards the goals of being part of the Global Green and Healthy Hospital program.

In any year, we would pay special tribute to our Sunshine Coast Health team for its outstanding contribution, and for the way they have cared for our community or supported a frontline clinician who does. This year, we especially recognise and express our gratitude and pride in every member of our team. Despite the many challenges and uncertainty at times, they have remained focused and played their part in keeping our community safe and in some cases, even answered the call to travel into other communities to provide frontline care.



Dr Lorraine Ferguson AM
Chair
Sunshine Coast Hospital and Health Board

Our Board has also seen change throughout the year. We thank outgoing Board Members Dr Mason Stevenson and Mr Cos Schuh, who had been with us since 2012 and 2013 respectively, for their valued contribution to the Board and this health service during their tenure. We welcomed new members to the Board, Ms Sabrina Walsh and Mr Terry Bell, and welcomed Associate Professor Ted Weaver back to the Board. A/Prof Weaver is a long standing member of our senior clinical workforce and former Board member.

As we look back on 2019-2020, the phrase “We’re all in this together” exemplifies the resounding spirit of collaboration and partnership we have witnessed on so many levels. We thank other agencies, councils, university partners and health care providers who have played such a valued leadership role in our community this year.

Our achievements as a health service in 2019-2020 would not have been possible without the dedication and talents of our staff and strong leadership of our Board and Executive Leadership Team. As the quote goes, “Crisis doesn’t create character, it reveals it.” We are enormously proud of the great character of our health service and its continued commitment to improve the health outcomes of our community, as we plan for and reimagine the ‘new normal’.



Adj Prof Naomi Dwyer
Chief Executive
Sunshine Coast Hospital and Health Service