

RTI 1423/20

Release Notes

RTI 1423/20 – Health Directions Service Now Data Fields and Executive Reports

Scope of Applications

1. Ministerial/executive/ hot issues briefings and attachments, meeting minutes, reports, audits, reviews and correspondence, relating to the SNOW database, specifically information that is sourced from it.
2. Relates to COVID Information – not the entire SNOW database
3. Request was clarified via Manager, Privacy and Right to Information to be: What are the data fields in SNOW and what are the regular Ministerial/executive reports run from this system.
4. Date Range: 01 September 2020 to 5 November 2020

Purpose of contextual information

The purpose of this document is to provide further context to the information provided in the attached reporting template

Data Source

Data relevant to Item 2 was retrieved from the Service Now system (SNOW), which was implemented on 18 June 2020. This system is an online support portal that allows members of the public to submit a request for exemption of a Queensland Public Health Direction.

The Health Directions Activity Snapshot was first published on 15 Sept 2020. The format of the report was updated on 19 September 2020, 25 September 2020, and 29 September 2020. Examples of the Reporting format is provided at Attachment 01 - 04.

Contextual Information

The Health Directions instance of SNOW, is a new instance of this particular IT product. As such, the system including fields and fields that can be reported on are still evolving as this information system is embedded by the Health Directions Exemption Service. The Health Directions Exemption Service responds rapidly to evolving Health Directions thus, the business parameters and requirements of the data system are being adjusted accordingly to accommodate a rapidly maturing operating model.

A number of ad-hoc operational management reports are produced from SNOW for work allocation and management across the Service. The scope of these reports is customisable and are for internal operational management purposes. At present there is one daily report informed by SNOW data. This report, the HDES Activity Snapshot (Attachment 01 - 04).

Health Directions Enquiry Service Activity Snapshot

Total enquiries received [REDACTED]	Total enquiries open [REDACTED]	Total overdue enquiries (current) [REDACTED]
Total enquiries resolved / closed [REDACTED]	Approved [REDACTED]	Closed no CHO Decision [REDACTED]
	Not approved [REDACTED]	

Exemption Categories

Self-Quarantine				
Total enquiries [REDACTED]	Open [REDACTED]	Closed – approved [REDACTED]	Closed – not approved [REDACTED]	Closed – no CHO approval required [REDACTED]

Border Direction				
Total enquiries [REDACTED]	Open [REDACTED]	Closed – approved [REDACTED]	Closed – not approved [REDACTED]	Closed – no CHO approval required [REDACTED]

Movement and Gatherings				
Total enquiries [REDACTED]	Open [REDACTED]	Closed – approved [REDACTED]	Closed – not approved [REDACTED]	Closed – no CHO approval required [REDACTED]

Categories of Interest

Funerals				
Total enquiries [REDACTED]	Open [REDACTED]	Closed – approved [REDACTED]	Closed – not approved [REDACTED]	Closed – no CHO approval required [REDACTED]

Viewings – Deceased Persons ¹			
Total received	Open	Closed - approved	Closed – not approved

Access – End of Life				
Total enquiries [REDACTED]	Open [REDACTED]	Closed – approved [REDACTED]	Closed – not approved [REDACTED]	Closed – no CHO approval required [REDACTED]

Health Care Support Service

Calls received through the hotline (4 Sept – 14 Sept 2020) = [REDACTED]

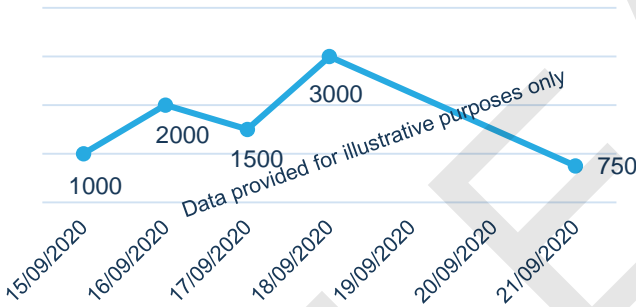
Total enquiries [REDACTED]	Open [REDACTED]	Closed – approved [REDACTED]	Closed – not approved [REDACTED]	Closed – no CHO approval required [REDACTED]
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1. Data difficult to extract, permission to view deceased persons is typically an outcome of a funeral exemption request
- Activity Snapshot does not include data from HDES Generic email account (approx [REDACTED] items) and only captures SNOW data from 18 June 2020
- Activity Snapshot does not include CHO Directions that are no longer active

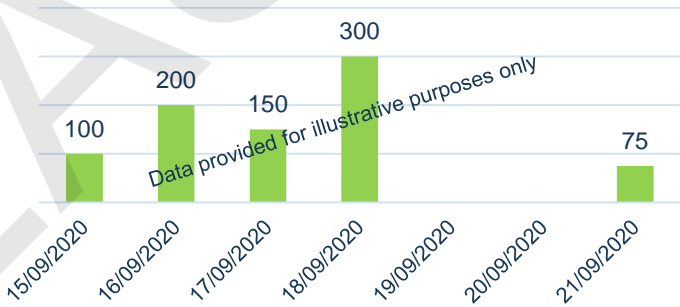
Health Directions Enquiry Service Activity Snapshot

Total enquiries received	Total enquiries open	Total overdue enquiries (current)
Total enquiries resolved / closed	Approved	Closed no CHO Approval Required
	Not approved	

Total Enquiries Open



Total Enquiries Overdue



Exemption Categories

Self-Quarantine				
Total enquiries	Open	Closed – approved	Closed – not approved	Closed – no CHO approval required

Border Direction				
Total enquiries	Open	Closed – approved	Closed – not approved	Closed – no CHO approval required

Movement and Gatherings				
Total enquiries	Open	Closed – approved	Closed – not approved	Closed – no CHO approval required

Categories of Interest

Funerals				
Total enquiries	Open	Closed – approved	Closed – not approved	Closed – no CHO approval required

Access – End of Life				
Total enquiries	Open	Closed – approved	Closed – not approved	Closed – no CHO approval required

Health Care Support Service				
Calls received through the hotline (4 Sept – 17 Sept 2020) =				
Total enquiries	Open	Closed – approved	Closed – not approved	Closed – no CHO approval required

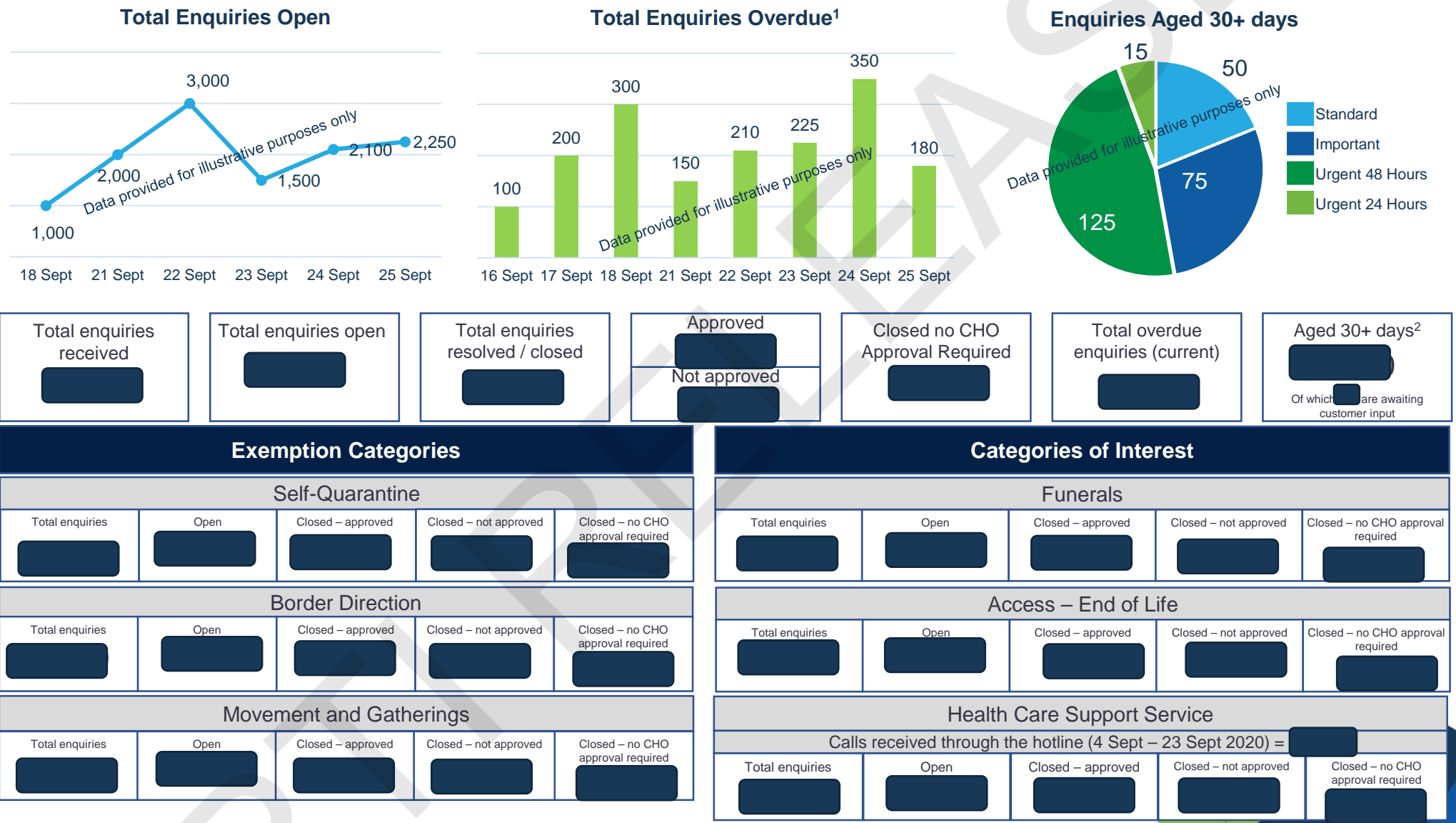
- Activity Snapshot does not include data from HDES Generic email account (approx. items) and only captures SNOW data from 18 June 2020

- Activity Snapshot does not include CHO Directions that are no longer active

2. Self-Quarantine & Health Care Support Services – discrepancy in that the detail does not equal the total – currently being investigated

DOH-DL 20/21-024 RTI 1423/20

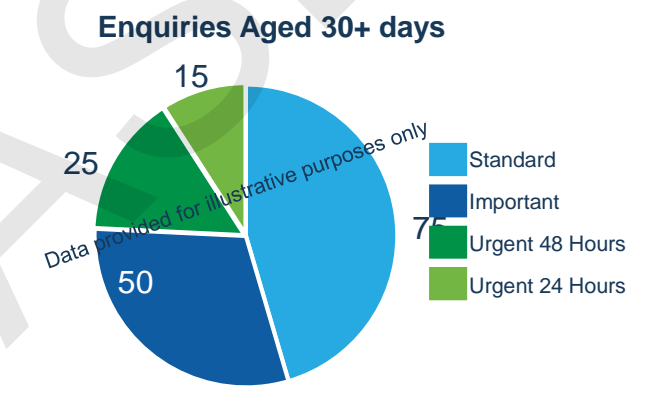
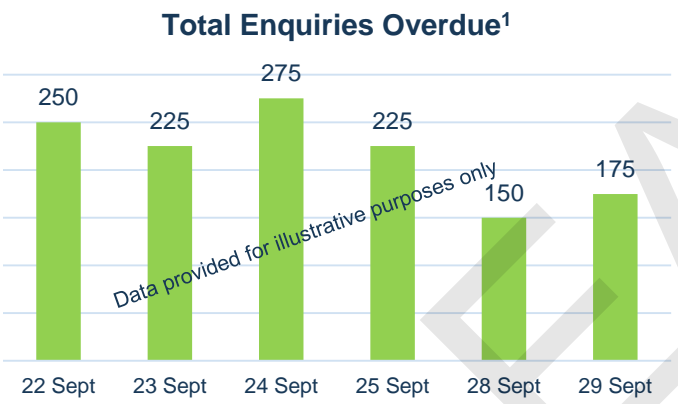
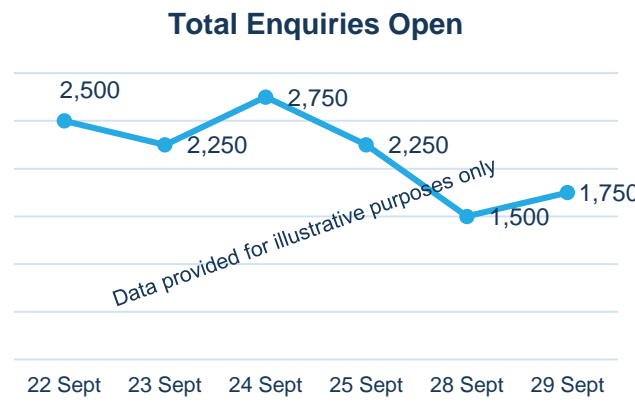
Health Directions Enquiry Service Activity Snapshot



Health Directions Enquiry Service Activity Snapshot

DOH-DL 20/21-024

RTI 1423/20



Total enquiries received	Total enquiries open	Total enquiries resolved / closed	Approved	Closed no CHO Approval Required	Total overdue enquiries (current)	Aged 30+ days ² awaiting QH response	Aged 30+ days awaiting customer input

Exemption Categories				
Self-Quarantine				
Total enquiries	Open	Closed – approved	Closed – not approved	Closed – no CHO approval required
Border Direction				
Total enquiries	Open	Closed – approved	Closed – not approved	Closed – no CHO approval required
Movement and Gatherings				
Total enquiries	Open	Closed – approved	Closed – not approved	Closed – no CHO approval required

Categories of Interest				
Funerals				
Total enquiries	Open	Closed – approved	Closed – not approved	Closed – no CHO approval required
Access – End of Life				
Total enquiries	Open	Closed – approved	Closed – not approved	Closed – no CHO approval required
Health Care Support Service				
Calls received through the hotline (4 Sept – 29 Sept 2020) =				
Total enquiries	Open	Closed – approved	Closed – not approved	Closed – no CHO approval required

1. Overdue enquiries have exceeded the defined Health Directions KPI:

- Urgent 24 hrs = 24 hrs across 7 calendar days of the week;
- Urgent 48 hrs = 48 hrs across 7 calendar days of the week; and
- Important & Standard = 7 working days across 5 day working week.

2. Aged enquiries are defined by tickets 30+ days since creation and include those enquiries awaiting customer input.

- Activity Snapshot does not include data from HDES Generic email account (data not available for reporting today) and only captures SNOW data from 18 June 2020

- Activity Snapshot does not include CHO Directions that are no longer active