

HEALTH SERVICE INVESTIGATION

TOWNSVILLE HOSPITAL AND HEALTH SERVICE – UROLOGY SERVICES AT TOWNSVILLE UNIVERSITY HOSPITAL

TERMS OF REFERENCE

Purpose

The purpose of this health service investigation is to investigate and report on matters relating to the administration, management and delivery of public sector health services, including overall clinical governance, in relation to urology services at Townsville University Hospital (TUH), Townsville Hospital and Health Service (THHS) (**Investigation**).

Scope of Investigation

The Health Service Investigators are to investigate matters relating to the administration, management and delivery of public sector health services, including overall clinical governance in relation to urology services at TUH, THHS between 1 January 2022 and 31 July 2025 (**the relevant period**) focusing on:

Governance

Reviewing relevant clinical and administrative policies and procedures and standards relating to the delivery of urology services at TUH, THHS, from initial referral to diagnosis and treatment during the relevant period and considering:

- whether appropriate policies and procedures were in place, including in relation to the management of urology patient outpatient waitlists; management of external diagnostic testing; monitoring and reporting these results and use and functionality of the Outpatient Dashboard; and use of multidisciplinary teams
- whether there was compliance with existing policies, procedures and standards
- the extent of any non-compliance with the policies, procedures and/or standards, including whether this had any impact on the quality of care provided to patients
- the efficiency of processes from initial referral to diagnosis and treatment
- the extent the demand for urology services at TUH exceeded the capacity of TUH and the impact of this on times between reviews
- any processes that fell below expected standards and/or were not consistent with or in compliance with required policies, procedures and standards, as identified by the Investigator/s
- whether issues of concern were identified and escalated effectively
- whether appropriate actions were taken to address any issues of concern

- the appropriateness of the THHS's follow-up, referral and escalation processes, based on reviews arising from clinical incidents involving urology services at TUH, during the relevant period
- identification of the systemic issues during the relevant period and specific recommendations and actions to address these
- implementation, monitoring and evaluation by THHS of actions and recommendations from previous reviews or analyses (including through incident analysis and any action plans) in relation to urology services at TUH during the relevant period
- the adequacy of TUH executive, the THHS Chief Executive and/or the THHS Board's oversight of issues of concern in relation to urology services at TUH during the relevant period.

Complaints and culture

Identifying whether any complaints or concerns have been received within THHS about the delivery of urology services (inpatient and outpatient), including but not limited to, any Public Interest Disclosures, staff, other health practitioners and patient complaints, and assess the adequacy of the THHS complaints management processes, including responses provided to these complaints and actions arising from these

Evaluating existing mechanisms and pathways for escalating and addressing systemic patient safety concerns.

Embedding a robust approach to the delivery of urology services

Identify and assess the effectiveness and sustainability of any measure, including any policy, guideline, practice or process, identified and/or implemented by TUH/THHS staff or THHS during or after the relevant period to respond to issues related to the delivery of urology services at TUH as identified above.

Statewide learnings

Identify and report on practices and/or learnings derived from this Investigation which could be implemented state-wide, to the extent they apply to the public sector health system more generally, relevant to the following:

- improve and strengthen system safety;
- strengthen local or state-wide policies, procedures and/or standards; and
- reduce the likelihood of any adverse events occurring locally or system wide in the future.