

2 – Long stay patients – see table below – System Policy Branch has back to 2016 (annual before 2020, but suggest we go from 2021 – there are 10 data points in the below range)

	Date	LSYP	LSOP	Total
2021	24-Feb	286	289	575
	26-May	237	312	549
	25-Aug	238	325	563
	24-Nov	235	272	507
2022	23-Feb	188	324	512
	25-May	221	332	553
	31-Aug	231	399	630
	30-Nov	236	470	706
2023	22-Feb	225	516	741
	31-May	241	539	780

3 – Tier 3 escalations – as discussed, this will be presented above the tables in ‘hospital activity’ and more integrated (in tile) over coming weeks. Breakdown is below noting that we will average .

FACILITY	Average daily activations	Average of DURATION (Hrs:Min)
Cairns Base Hospital	0.09	39:30
Gladstone Hospital	0.03	57:11
Rockhampton Hospital	0.16	48:22
Gold Coast University Hospital	0.12	54:23
Robina Hospital	0.12	54:23
Mackay Base Hospital	0.15	66:24
Caboolture Hospital	0.14	36:34
Redcliffe Hospital	0.08	29:53
Royal Brisbane and Women's Hospital	0.07	34:00
The Prince Charles Hospital	0.11	43:41
Logan Hospital	0.03	22:01
Princess Alexandra Hospital	0.03	22:31
Queen Elizabeth II Hospital	0.02	22:02
Redland Hospital	0.02	25:47
Doomadgee Hospital	0.02	9:02
Mount Isa Base Hospital	0.09	31:01
Sunshine Coast University Hospital	0.01	15:00
Townsville University Hospital	0.14	70:11
Ipswich Hospital	0.05	36:06
Bundaberg Base Hospital	0.07	81:37
Hervey Bay Hospital	0.08	38:43
Queensland Children's Hospital	0.07	13:10
Grand Total	1.71	45:34



Acting Senior Director
System Performance Branch
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Working hours Monday to Friday

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campaign image



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SDLO

From: SDLO
Sent: Tuesday, 1 August 2023 1:49 PM
To: Finn Semple; Rachel Western; Emilia Hutchinson; Luke Richmond
Cc: Matthew Rigby; Kyle Fogarty
Subject: RE: UPDATE: Performance Data Holding Statements

Hi Finn,

I can confirm that the beds data within the quarter comparison spreadsheet is operational beds and is different to the figure you have referred to. [Sch 6\(c\)\(i\)](#)

Sch 6(c)(i)

If you have any questions about the beds figures I understand you have had recent discussions with Mel and would suggest that she would probably be the best person to discuss this with further.

Kind regards,
 Miranda



Miranda Cloughton

Director

Ministerial & Executive Services Unit, Office of the
 Director-General & System Strategy
 Division | Queensland Health

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From: Finn Semple [s.73](#) @ministerial.qld.gov.au>
Sent: Tuesday, 1 August 2023 12:42 PM
To: SDLO <SDLO@health.qld.gov.au>; Rachel Western [s.73](#) @ministerial.qld.gov.au>; Emilia Hutchinson [s.73](#) @ministerial.qld.gov.au>; Luke Richmond [s.73](#) @ministerial.qld.gov.au>
Cc: Matthew Rigby [s.73](#) @health.qld.gov.au>; Kyle Fogarty [s.73](#) @health.qld.gov.au>
Subject: RE: UPDATE: Performance Data Holding Statements

This email originated from outside Queensland Health. DO NOT click on any links or open attachments unless you recognise the sender and know the content is safe.

Hi team

Can we please get these materials urgently updated to include information on the new-look website and the data it includes?

Can we please also ensure consistency in terms of bed numbers? Minister has previously publicly referred to 1532 (understand this is built, rather than operationalised)

Thanks

Finn

From: SDLO [s.73 @health.qld.gov.au](#)>
Sent: Tuesday, August 1, 2023 11:13 AM
To: Rachel Western [s.73 @ministerial.qld.gov.au](#)>; Emilia Hutchinson [s.73 @ministerial.qld.gov.au](#)>; Finn Semple [s.73 @ministerial.qld.gov.au](#)>; Luke Richmond [s.73 @ministerial.qld.gov.au](#)>
Cc: Matthew Rigby [s.73 @health.qld.gov.au](#)>; Kyle Fogarty [s.73 @health.qld.gov.au](#)>
Subject: UPDATE: Performance Data Holding Statements

Hi again,
 The SCHHS statement has just been received and is attached.

Kind regards,
 Miranda

From: SDLO
Sent: Tuesday, 1 August 2023 11:09 AM
To: Rachel Western [s.73 @ministerial.qld.gov.au](#)>; Emilia Hutchinson [s.73 @ministerial.qld.gov.au](#)>; Finn Semple [s.73 @ministerial.qld.gov.au](#)>; Luke Richmond [s.73 @ministerial.qld.gov.au](#)>
Cc: Matthew Rigby [s.73 @health.qld.gov.au](#)>; Kyle Fogarty [s.73 @health.qld.gov.au](#)>
Subject: Performance Data Holding Statements

Hi all,
 Please find attached the Holding Statements for the Performance Data June Qtr release.

A couple of things to note:

- Attached are the Statewide Holding Statement and Media Response and the HHS statements
- Some HHSs have opted to provide both a holding statement and media release
- The only outstanding HHS is Sunshine Coast, and I am chasing up their statement and will provide as soon as possible

I will update the USB that is in the Minister's Office shortly which already has the data pack on it. Please also note that I have been regularly chasing the Ministerial brief that covers the June Qtr data release and the website update and will progress as soon as possible.

Please let me know if you have any questions or concerns.

Kind regards,
 Miranda



Miranda Claughton

Director

Ministerial & Executive Services Unit, Office of the
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SDLO

From: news
Sent: Tuesday, 1 August 2023 2:12 PM
To: SDLO
Cc: Miranda Cloughton; news
Subject: RE: ATTN BRAD: APPROVED TO PROGRESS: C-FILE-130232-017 FW: Q_JUNE2023
Attachments: Statewide Holding Statement - Queensland Health Statewide Performance Data June 2023 v3.docx

Categories: Miranda

Sorry, team. Can we use the attached holding statement instead of the one sent yesterday? HPSP have updated some data.

Kind regards,
 Damon

From: news <news@health.qld.gov.au>
Sent: Monday, 31 July 2023 11:09 AM
To: SDLO <SDLO@health.qld.gov.au>
Cc: Miranda Cloughton s.73 @health.qld.gov.au; news <news@health.qld.gov.au>
Subject: RE: ATTN BRAD: APPROVED TO PROGRESS: C-FILE-130232-017 FW: Q_JUNE2023

Hi Miranda,

Attached is the ministerial release and the holding statement for the June quarter performance data.

I'll send a media pack on the updated Qld Hospital Performance website tomorrow.

Kind regards,
 Damon
 s.73

From: SDLO <SDLO@health.qld.gov.au>
Sent: Tuesday, 25 July 2023 10:19 AM
To: news <news@health.qld.gov.au>
Cc: Miranda Cloughton s.73 @health.qld.gov.au; SDLO <SDLO@health.qld.gov.au>
Subject: ATTN BRAD: APPROVED TO PROGRESS: C-FILE-130232-017 FW: Q_JUNE2023

Hi Brad

Please see attached data provided by HPSP. Miranda asked I share with you.

Kind regards
 Amy



Amy Melville

Ministerial Departmental Liaison Officer

Ministerial and Executive Services, Office of the
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From: HPSP-Corro s.73@health.qld.gov.au
Sent: Tuesday, 25 July 2023 9:49 AM
To: SDLO <SDLO@health.qld.gov.au>
Cc: SysPerfBranch <s.73@health.qld.gov.au>; HAT s.73@health.qld.gov.au
Subject: APPROVED TO PROGRESS: C-FILE-130232-017 FW: Q_JUNE2023

Good morning,

Please find attached the above which was verified by Melissa Carter, DDGHSP on 24 July 2023.

Regards,
Sandy



HPSP Correspondence Team

Sandy Brennan: (07) [s.73](tel:s.73) | [Call me in Teams!](#)
Monday – Friday
Paige Christie: (07) [s.73](tel:s.73) | [Call me in Teams!](#)
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SDLO

From: SDLO
Sent: Tuesday, 1 August 2023 3:09 PM
To: news
Subject: RE: ATTN BRAD: APPROVED TO PROGRESS: C-FILE-130232-017 FW: Q_JUNE2023

Hey Damon,
 Thanks this has been updated – please tell them no more changes though! Lol

Regards,
 Miranda

From: news <news@health.qld.gov.au>
Sent: Tuesday, 1 August 2023 2:12 PM
To: SDLO <SDLO@health.qld.gov.au>
Cc: Miranda Cloughton s.73 @health.qld.gov.au; news <news@health.qld.gov.au>
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Subject: ATTN BRAD: APPROVED TO PROGRESS: C-FILE-130232-017 FW: Q_JUNE2023

Hi Brad
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Kind regards
 Amy



Amy Melville
Ministerial Departmental Liaison Officer
Ministerial and Executive Services, Office of the
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SUBJECT: Hospital Performance Website Refresh August 2023

<input type="checkbox"/> Approved <input type="checkbox"/> Not approved <input checked="" type="checkbox"/> Noted <input type="checkbox"/> Further information required (see comments)	Signed <i>Shannon Fentiman</i> Date <i>29.7.23</i> Hon Shannon Fentiman MP, Minister for Health, Mental Health and Ambulance Services and Minister for Women Comments:
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ACTION REQUIRED BY - 2 August 2023, prior to proposed publication date of hospital performance website refresh.

RECOMMENDATION

It is recommended the Minister:

- **Note** the update on the Hospital Performance Website refresh (Horizon 1) and the proposed website design (Attachment 1).
- **Note** the proposed timeline (points 7 and 31) which includes launch of the website prior to any Ministerial announcements.

ISSUES

1. The Queensland Health Hospital Performance website currently includes information about the performance of reporting hospitals in relation to emergency departments, elective surgery, specialist outpatients, hospital inpatient activity, immunisations, nurse-to-patient ratios, radiation, oral health, breast screening, staffing and bed numbers, surgery connect and Queensland Ambulance Service (QAS) patient off stretcher time data (POST).
2. The website is designed to allow users to select and view the latest information about any of the reporting hospitals, clinic specialties and Hospital and Health Services (HHSs).
3. The Honourable Shannon Fentiman MP, Minister for Health, Mental Health and Ambulance Services and Minister for Women requested a refreshed website which better assists the public in understanding system performance. The updated website is expected to be announced on 4 August 2023.
4. The website has limited capability to allow extensive revisions to be made within a short timeframe.
5. Queensland Health has advised that website redevelopment will occur in two phases:
 - 5.1 Horizon 1—refresh of the existing platform within the limited timeframes; and
 - 5.2 Horizon 2—extensive scoping and rebuild of a completely new web platform.
6. Queensland Health presented changes in scope for Horizon 1 on 14 July 2023 (Attachment 1) which will be published in line with release of the June Quarter 2023 data:
 - 6.1 Emergency Department (ED): The Statewide performance for EDs for the June 2023 quarter is noted below:
 - 6.1.1. During the June 2023 quarter, there were 584,431 presentations to EDs across the State. Compared to 571,324 presentations in the previous quarter (March 2023) and 575,578 presentations in the same quarter last year (June 2022);
 - 6.1.2. Median waiting time for treatment was 17 minutes – a slight increase from 16 minutes compared to the previous quarter (March 2023);

- 6.1.3. The percentage of patients seen within time (measured from time of arrival at ED to first contact with a clinician) in the June 2023 quarter was 71 per cent, compared to 71 per cent for the March 2023 quarter and 66 per cent for the same quarter last year (June 2022); and
- 6.1.4. The percentage of patients either discharged home or admitted to an inpatient bed within four hours of presentation was 61 per cent in June 2023 quarter, compared to 62 per cent for the March 2023 quarter and 61 per cent in the same quarter last year (June 2022).
- 6.2 Elective Surgery: During the June 2023 quarter, Queensland Health treated 36,321 patients, compared to 36,641 patients in the previous quarter (March 2023) and 32,362 patients in the same quarter last year (June 2022):
 - 6.2.1 As at 1 July 2023, there were 6,053 (ready for surgery) patients waiting longer than clinically recommended (long waits), down from 7,845 in the previous quarter and 7,560 as reported for the same period last year;
 - 6.2.2 Median waiting time for elective surgery was 41 days (June 2023 quarter), compared to 43 days in the March 2023 quarter and 40 days for the same quarter last year; and
 - 6.2.3 90th percentile waiting time for elective surgery was 286 days (June 2023 quarter), compared to 281 days in the March 2023 quarter and 335 days for the same quarter last year.
- 6.3 Specialist Outpatients: During the June 2023 quarter, 177,338 patients were seen for an initial service event for a specialist outpatient clinic and as at 1 July 2023, there were 276,565 patients waiting for an initial service event in a specialist outpatient clinic:
 - 6.3.1 Comparatively, during the March 2023 quarter, 173,865 patients were seen for an initial service event for a specialist outpatient clinic and as at 1 April 2023, there were 281,697 patients waiting for an initial service event in a specialist outpatient clinic; and
 - 6.3.2 Previous quarter comparison (June 2022), 155,795 patients were seen for an initial service event for a specialist outpatient clinic and as at 1 April 2022, there were 267,242 patients waiting for an initial service event in a specialist outpatient clinic.
- 6.4 POST: During the June 2023 quarter, there were 55 per cent of patients arriving at the emergency departments across the State by ambulance whose transfer of care occurred within 30 minutes. Compared to 57 per cent in the previous quarter (March 2023) and 55 per cent in the same quarter last year (June 2022):
 - 6.4.1 The statewide target is for 90 per cent of all ambulance-to-hospital patient transfers to occur within 30 minutes.
- 7 Queensland Health is recommending a soft launch of the website on 3 August 2023. This will allow for any technical issues to be resolved prior to communications or media releases on 4 August 2023.
- 8 Activity / beds data for June Quarter 2023 is not available to publish until mid-August.
- 9 New information will be published, including monthly POST and information regarding hospital Tier 3 escalations:
 - 9.1 Tier 3 escalations for June 2023 Quarter will be displayed on each of the in scope Hospitals home page;
 - 9.2 Monthly POST data for the quarter will be published;
 - 9.3 QAS information will be published on the home screen (Code 1A 50th Percentile) with a link to the QAS performance website;
 - 9.4 Inter-jurisdictional comparison for the 2021-22 financial year from AIHW will be published on the landing page with a link to the AIHW information; and
 - 9.5 State-wide Long stay patient trends by quarter will be published for last two financial years.
- 10 Scoping for Horizon 2 has commenced and will strive to deliver an interactive platform for consumers with improved insights capability and increased frequency of information.

BACKGROUND

- 11 The development of a Queensland Public Hospitals performance website was announced in 2010 by the then Deputy Premier and Minister for Health. The website was to contain publicly accessible information pertaining to the delivery of public hospital services, and more detailed and transparent public reporting.
- 12 The Queensland Health Hospital Performance website was launched on 18 May 2011.
- 13 The website was developed to replace previous static published performance reports.
- 14 On 14 December 2020, the former Minister for Health and Ambulance Services approved the move of ED and Elective Surgery performance reporting from monthly to quarterly to align with other key measures, including Specialist Outpatient, Hospital Activity, Immunisation and Breast Screening performance reporting. The change to quarterly updates also aligns to the reporting frequency of the majority of other jurisdictions.
- 15 Publishing timely, accurate and relevant information of the activity and performance of local hospitals provides a complete and open picture to the community to which the Government is accountable. This transparency also drives improvement within the HHSs through alignment to internal reporting tools such as System Performance Reporting
- 16 The Healthcare Analysis Team, System Performance Branch, Healthcare Purchasing and System Performance support the data collection activities for ED, Elective Surgery, Specialist Outpatients and Gastrointestinal Endoscopy data, and radiation therapy in collaboration with accountable officers from HHSs.
- 17 QAS provides aggregate POST data for the purposes of reporting POST.
- 18 Surgery Connect provides elective surgery procedure treatment numbers on a quarterly basis to Clinical Excellence Queensland to be published by Specialty on The Queensland Health Hospital Performance Website.
- 19 Statistical Services Branch provides the number of admissions, overnight admissions, same day admissions, emergency admissions, outpatient services and babies born. This data is compiled between 20th and 25th of each month, dependent on data availability.
- 20 Additional stakeholders provide data for the performance website as follows:
 - 20.1 Workforce statistical data provided by the Workforce Informatics Team;
 - 20.2 BreastScreen Queensland data provided by BreastScreen QLD;
 - 20.3 Oral Health data provided by the Office of the Chief Dental Officer;
 - 20.4 Immunisation data provided by the Communicable Diseases Branch; and
 - 20.5 Nurse-to-Patient-Ratio: Office of the Chief Nursing and Midwifery Office

RESULTS OF CONSULTATION

- 21 Queensland Health Strategic Communications Branch have been engaged in the proposed design and navigation for end users.
- 22 Clinical Excellence Queensland have been engaged in the development of site content and have provided content regarding Tier 3 escalations and information regarding waiting to be seen.
- 23 The Minister's Office have been consulted on the changes which can be made within the limited timeframe and are aware of limitations due to tight time constraints, and the recommendation for soft launch.

RESOURCE/FINANCIAL IMPLICATIONS

- 24 The external facing website is maintained by a vendor – the costs associated with the website redesign (Horizon 1) will be absorbed within the existing cost of running the performance website.
- 25 Costs associated with Horizon 2 are currently being scoped as part of a development business case.

HUMAN RIGHTS

- 26 Human rights are not engaged by this brief.

SENSITIVITIES/RISKS The hospital performance website is a public-facing platform which attracts public and media attention.

- 28 The existing website was created in 2011 and there are limitations to modifications available for an outdated platform.
- 29 There is a risk that current time constraints for delivery may impact the number of changes able to be applied within the limited timeframe.
- 30 There is a risk that some of the information published will not be fully understood by consumers, for example, regarding Tier 3 hospital escalations.
- 31 If the website is published on the day of public announcement there is a risk that there will be insufficient time to rectify technical issues which may occur as a result of publication. To mitigate this risk, the changes will be made to the website from 9pm on Thursday 3 August 2023.

ATTACHMENTS

32 Attachment 1. Hospital Performance Website Refresh August 2023.

<p>Author Name: Anita Rayner Position: Acting Director Unit: System Performance Branch Tel No: s.73 Email address: s.73@health.qld.gov.au Date Drafted: 27 July 2023</p>	<p>Cleared by (Dir/Snr Dir) Name: Brenton Simpson Position: Acting Senior Director Branch: System Performance Branch Tel No: s.73 Email address: s.73@health.qld.gov.au Date Cleared: 31 July 2023 *Note clearance contact is also key contact for brief queries*</p>	<p>Content verified by (DDG/CE) Name: Melissa Carter Position: Deputy Director-General Division: Healthcare Purchasing and System Performance Division Tel No: s.73 Email address: s.73@health.qld.gov.au Date Verified: 1 August 2023</p>	<p>Director-General Endorsement Name: Michael Walsh Signed NOT REQUIRED Date/...../.....</p>
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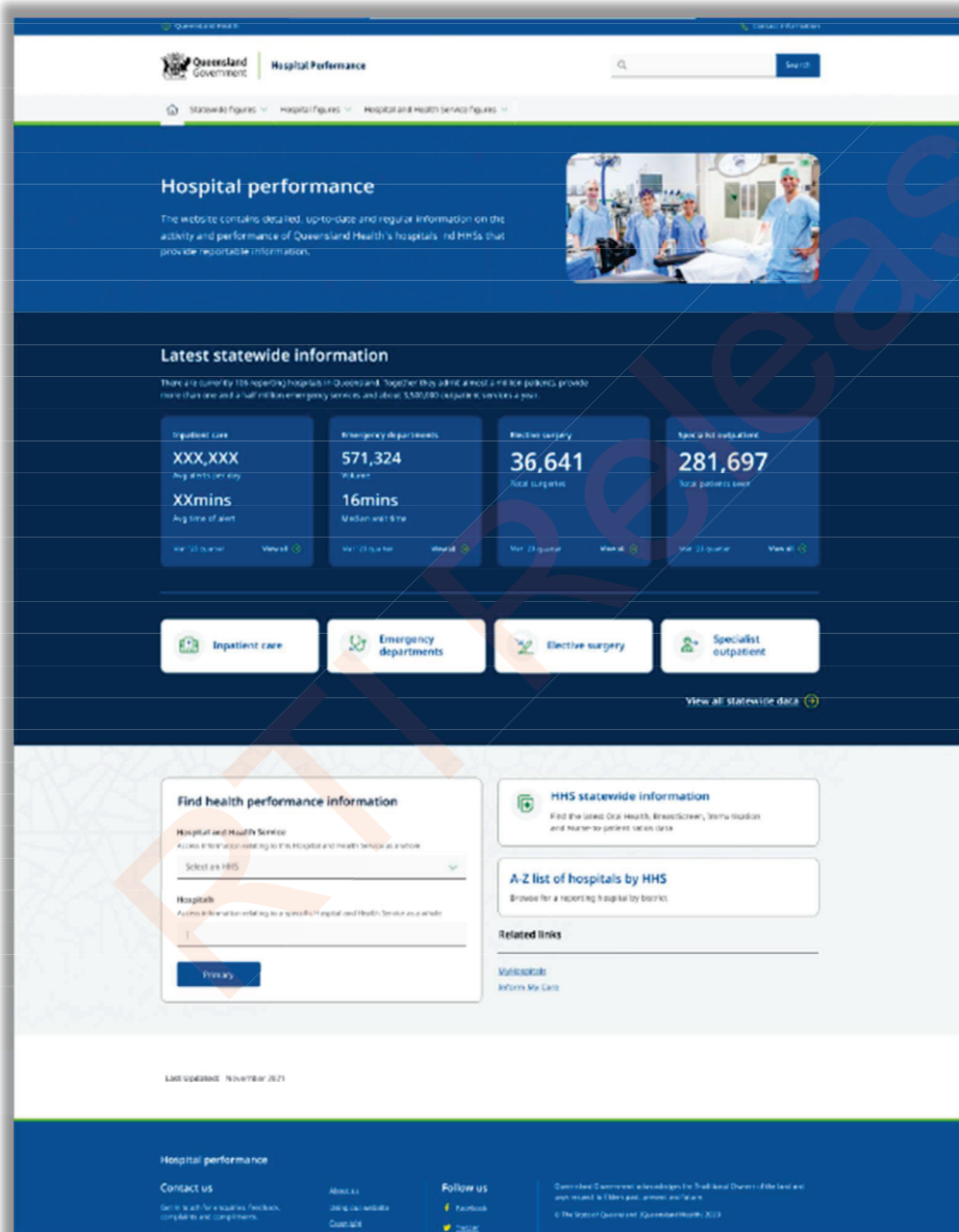
Received in ESU 1 August 2023
 Received in SDLO 1 August 2023

Attach 1 - Hospital Performance Website Refresh

August 2023

1. Website Re-design & Page layout

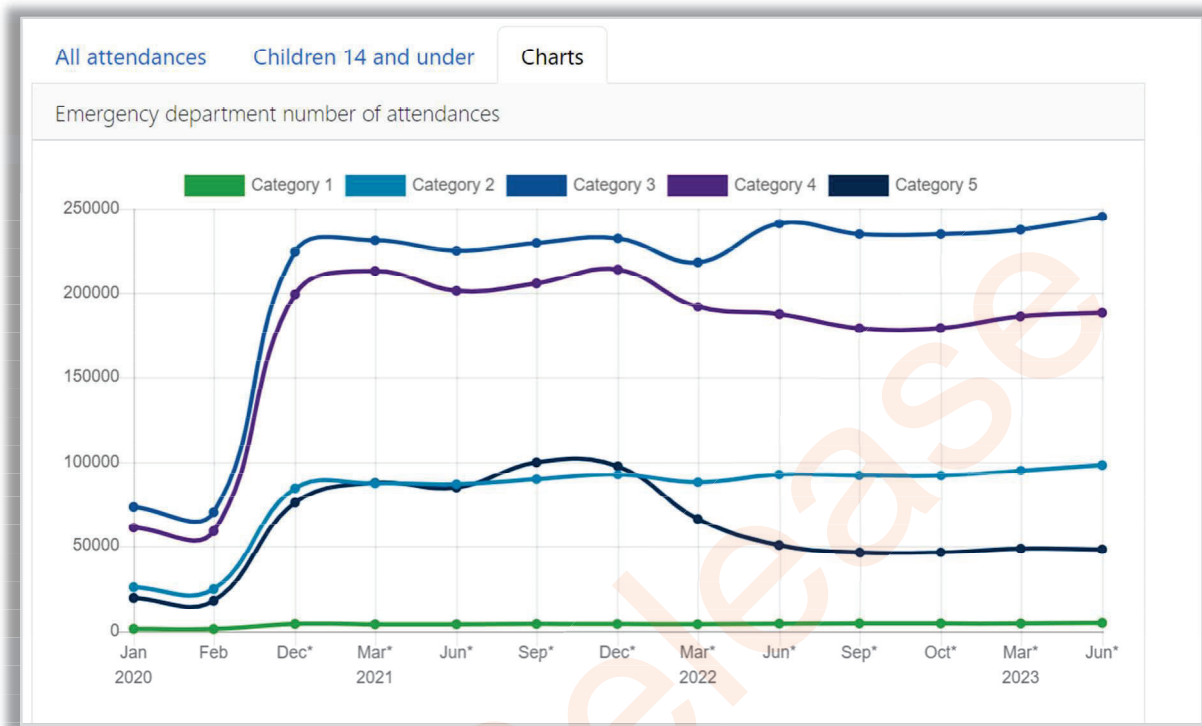
Concept:



Due to limited functionality of existing website platform, layout and images may vary.

2. Redesign of existing graphs & set parameters >Dec 2020 & creation of graphs tab within each service domain.

Example concept:



3. New graphs created for Specialist Outpatient Department domain if timeframe allows.

New content to be added

4. New data upload for POST – Monthly split, rather than quarterly

Quarterly emergency department information for April, May, June 2023				
Indicators	Apr	May	Jun	Quarter
Patients transferred off-stretcher within 30 minutes	56.4%	54.4%	54.7%	55.1%

5. Tier 3 Escalation information (tile on homepage)

Information for June 2023 Quarter will display on homepage:

Average number of escalations per day: **1.79**

Average duration of escalation: **45 hours**