

2014

**ANNUAL  
REPORT**

2015



**Queensland  
Government**

## Report objective

This annual report fulfils Metro South Health's reporting requirement to the community and to the Minister for Health. It summarises the health service's results, performance, outlook and financial position for 2014–2015.

In particular, the report outlines Metro South Health's performance against key objectives identified in the *Metro South Health Strategic Plan 2012–2016*, as well as the Queensland Government's objectives for the community.

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If you have an enquiry regarding this annual report, please contact Metro South Health on (07) 3156 4949 or

[Metro\\_South\\_Communications@health.qld.gov.au](mailto:Metro_South_Communications@health.qld.gov.au)

## Public availability statement

This report, including the Other Reporting Requirements, can be viewed on Metro South Health's website at:

[www.metrosouth.health.qld.gov.au/about-us/publications/annual-report](http://www.metrosouth.health.qld.gov.au/about-us/publications/annual-report)

Hard copies of the annual report are available by phoning the Office of the Chief Executive, Metro South Health, on (07) 3156 4949.

## Interpreter service statement



The Queensland Government is committed to providing accessible services to Queenslanders from all culturally and linguistically diverse backgrounds. If you have difficulty in understanding the annual report, you can contact us on (07) 3156 4949 and we will arrange an interpreter to effectively communicate the report to you.

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Metro South Hospital and Health Service

# 2014–2015 Annual Report

## Letter of compliance

28 August 2015

The Honourable Cameron Dick MP  
Minister for Health and Minister for Ambulance Services  
Member for Woodridge  
Level 19, 147–163 Charlotte Street  
Brisbane QLD 4000

Dear Minister

I am pleased to present the Annual Report 2014–2015 and financial statements for Metro South 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 2009*, and
- the detailed requirements set out in the *Annual Report requirements for Queensland Government agencies*.

A checklist outlining the annual reporting requirements can be found on page 124 of this annual report or accessed at [www.metrosouth.health.qld.gov.au/about-us/publications/annual-report](http://www.metrosouth.health.qld.gov.au/about-us/publications/annual-report).

Yours sincerely



**Terry White AO**  
Chair  
Metro South Hospital and Health Board

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## Hospital and Health Board Chair's overview

Delivering quality public health services to a population of more than one million people is not an easy task. Every day more than 4,000 people access Metro South Health services—in hospital, in the community or at home. The population is ageing, more people are living with chronic disease, and hospital attendances are rising.

Despite these ongoing challenges, I am consistently impressed by the commitment, dedication and passion of our staff to deliver the highest standard of clinical care for our patients. It's our people that make Metro South Health the truly great organisation it is and I would like to thank all of you for your extraordinary and unwavering commitment to providing the best possible patient-centred care.

Metro South Health continues to mature as an independent health service. This year we took great strides towards local decision making and autonomy when, on 1 July 2014, the health service became a prescribed employer as well as the legal owner of its land and building assets. This important step allows the Board, Executive team and clinicians much greater flexibility to deliver tailored health services that meet the unique needs of the south of Brisbane, Logan, Redlands and Scenic Rim communities.

I strongly believe that local control with an emphasis on consumer and stakeholder engagement has, and will continue to make, a real difference to the communities we serve. It also means we are well placed to meet the Queensland Government's objectives for the community—in particular those of delivering quality frontline services; and building safe, caring and connected communities.

We have made significant progress in achieving our strategic goals this year. Our elective surgery waiting times were better than ever. We successfully opened new, world-class facilities, including Logan Hospital's multi-million dollar expansion. The health service's excellent record for patient safety and quality was bolstered following the successful accreditation of our hospitals and facilities. On top of these successes, we have developed new health service plans that will ensure we are prepared for the challenges of the future.

On behalf of the Board, I sincerely thank Chief Executive Dr Richard Ashby AM for his strong leadership and expertise. Without his professional guidance, the dedication of the executive team and our staff, none of these achievements would have been possible.

In the coming year, we will launch a fully revised *Strategic Plan* for Metro South Health. In developing this plan we have spent a significant amount of time consulting with clinical staff, stakeholders and community members. Their feedback has informed a plan that refines our focus towards three key areas: clinical excellence; technology; and health system integration.

I am pleased to present the Metro South Health annual report for 2014–2015, and look forward to building on our successes in the coming year.

### **Terry White AO**

Chair

Metro South Hospital and Health Board



## Health Service Chief Executive's overview

Metro South Health's third year as a hospital and health service saw many achievements and innovations, with a number of long-term strategies and projects coming to fruition during 2014–2015.

This year, there were 226,112 people admitted to Metro South Health hospitals, an increase of 12.4 per cent, in addition to 272,961 emergency department presentations and more than one million outpatient appointments.

Our valued staff continued to rise to the challenge of this ever growing demand for health services. Through their innovative thinking, we have performed well against key targets, while continuing to provide safe, quality and patient-centred care.

I am particularly proud of our efforts to reduce waiting times for elective surgery. Despite an 8.9 per cent increase in throughput, in December 2014 we eliminated elective surgery long waits (people waiting longer than the recommended timeframe for surgery). We also performed extremely well in the National Elective Surgery Target (NEST), with improvements in performance across all three urgency categories.

Our emergency department performance has remained steady despite a five per cent spike in demand. Our performance in the National Emergency Access Target (NEAT), the percentage of patients who are admitted or discharged within four hours, improved slightly to 73.7 per cent in the 2015 calendar year.

For the third year in a row, Metro South Health achieved a small operating surplus, while delivering a community dividend of \$50 million of clinical activity over and above our contract target.

It was a significant year for capital works with a number of major projects being finalised and commencing operations. In November we opened the \$145.24 million expansion project at Logan Hospital, complete with new emergency department, rehabilitation unit and

children's inpatient ward. The world-class facilities will future proof the hospital to meet the needs of one of the state's fastest growing regions.

Princess Alexandra Hospital opened its new Transit Care Hub, a major component of the hospital's patient flow strategy—allowing clinical staff to monitor patient activity from arrival in the emergency department, to admission, to discharge. The facility also provides a comfortable area for patients who are waiting to go home.

We also opened the new Clinical Research Facility at PAH, a partnership between the hospital and the Translational Research Institute, which provides a safe environment to conduct human research trials in a hospital setting and supervised by clinical staff. PAH also became the home of the first clinical Positron Emission Tomography-Magnetic Resonance Imaging (PET-MRI) unit in the Southern Hemisphere.

One of the year's biggest achievements was the full accreditation of all of our hospitals and services, with the exception of PAH which completed its accreditation in the previous year. All facilities met or exceeded the mandatory requirements, with no high priority recommendations. This is testament to the strong culture of safety and quality among all of our clinicians in Metro South Health.

I would like to thank our Board, the Executive, Stream Leaders and all of our dedicated staff for their hard work in delivering high-quality care to the Metro South community. I look forward to another productive and successful year ahead.

### **Dr Richard Ashby AM**

Health Service Chief Executive  
Metro South Health

## Highlights 2014–2015

2014–2015

July

- Metro South Health becomes the direct employer of its staff as one of eight hospital and health services to commence as a ‘prescribed employer’.
- Metro South Health becomes the legal owner of its land and building assets.

Aug

- Princess Alexandra Hospital’s Telehealth Centre launched the first haematology telehealth clinic in Queensland.
- Logan Hospital introduces the first nurse endoscopist in Queensland.

Oct

- Redland Hospital welcomes the first baby under the new Private Practice Eligible Midwife model.
- Princess Alexandra Hospital launches its ‘Chemotherapy in the Home’ program.
- Metro South Health launches a new diabetes pathway for GPs.

Nov

- Logan Hospital unveils a new multi-million dollar expansion including new emergency department and rehabilitation unit with an expanded children’s inpatient unit.
- Princess Alexandra Hospital opens its new Transit Care Hub.

Dec

- The first Positron Emission Tomography-Magnet Resonance Imaging (PET-MRI) unit in the Southern Hemisphere commences operation at Princess Alexandra Hospital.
- The new Bayside Community Care Unit opens at Redland Bay.
- Princess Alexandra Hospital receives the Premier’s Award for Excellence in Performance and the Queensland Health Award for Excellence in Leadership.
- A new emergency ultrasound program is introduced at Logan Hospital.

March

- Logan Hospital expands its Adult Inpatient Mental Health Unit.
- Launch of ‘My Care My Choices’—Metro South Health’s end-of-life strategy.



## April

- Beaudesert Hospital celebrates the 200th baby born, almost one year after birthing services were re-introduced.
- Logan, Redland, QEII and Beaudesert hospitals, as well as Addiction and Mental Health Services and Oral Health Services, undertake a full accreditation review, each passing 100 per cent of the mandatory standards.

## May

- Queensland's first Gamma Knife® technology for cancer patients is announced at the Princess Alexandra Hospital.
- Logan Hospital celebrates its 25th anniversary.
- Princess Alexandra Hospital opens the new Clinical Research Facility, a dedicated space for human research trials developed in conjunction with the Translational Research Institute.
- A new emergency physiotherapy practitioner model is introduced to Redland Hospital to deliver shorter waits in the emergency department.
- Metro South Health rolls out a new learning management system (LEAPOnline) for staff training, education and professional development online.

## June

- Princess Alexandra Hospital receives Trauma Level 1 verification.
- Metro South Health launches the Perinatal Wellbeing Service for new mothers experiencing mental illnesses.
- Renovations at QEII Hospital's dental clinic improve access for people with disabilities.



226,112

people were admitted to hospital



272,961

people presented to our emergency departments



1,135,009

outpatients occasions of service were performed



5,288

babies were born



26,719

elective surgery procedures were performed



184,372

free dental appointments were provided