Sunshine Coast Hospital and Health Service

2018–2019
ANNUAL
REPORT

Queensland Government
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).

Public availability statement

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Commitment to Reconciliation

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

Sunshine Coast Hospital and Health Service formally recognises Australian South Sea Islanders as a distinct cultural group within our geographical boundaries. Sunshine Coast Hospital and 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 Australian South Sea Islanders have equality of opportunity to participate in, and contribute to the economic, social, political and cultural life of the State.

Vision
We will:
- keep reconciliation and Closing the Gap as a reference for planning and decision making
- replicate success and reflect on what needs to change
- promote the service's commitment as everyone's commitment.

Collaboration
We will:
- walk alongside each other
- value family and community
- together build capacity that puts Aboriginal and Torres Strait Islander people at the centre of decision making
- assist people to make decisions regarding their own health and wellbeing.

Influence and inspiration
We will:
- be a source of inspiration for ourselves and others
- bring our practice wisdom and lifelong learnings to our actions
- be creative, innovative and forever-evolving in our wellness and holistic healing
- allow an inclusive environment for people to thrive
- celebrate success.

Integrity
We will:
- promote a culturally safe and sensitive approach to service delivery
- recognise and value diversity and how it can enrich our work and community.

Resilience
We will:
- respect Aboriginal and Torres Strait Islander culture and heritage
- ensure the next footprints are ours for a better future
- acknowledge that connection to culture and spirituality are key components through which healing takes place
- acknowledge the diversity of Aboriginal and Torres Strait Islander cultures and circumstances.
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6 September 2019

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

Dear Minister

I am pleased to deliver for presentation to the Parliament the Annual Report 2018–2019 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 can be found on page 116 of this annual report.

Yours sincerely

Dr Lorraine Ferguson AM
Chair
Sunshine Coast Hospital and Health Board
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Sunshine Coast Hospital and Health Service priorities

The health service’s priorities are set in the Sunshine Coast Hospital and Health Service Strategic Plan 2016-2020. This plan contributes to the Queensland Government’s objectives for the community, through the delivery of quality, person-centred care, reflecting and responding to the needs of the community it serves.

The health service’s priorities align with the Queensland Government’s objectives for the community, Our Future State: Advancing Queensland’s Priorities which aim to tackle key health challenges to:

- keep Queenslanders healthy
- give our children a great start...

…and exemplify delivery, of the directions outlined in My health, Queensland’s future: Advancing health 2026:

- promoting wellbeing
- delivering healthcare
- connecting healthcare
- pursuing innovation.
From the Chair and Chief Executive

As one of Queensland’s fastest growing populations, the Sunshine Coast Hospital and Health Service is committed to delivering quality healthcare and continuous improvement in all that we do. 2018-2019 was a record year on many levels. Our hard-working team delivered unprecedented levels of care, building both on the strengths of existing services, as well as the introduction of new and expanded services to bring care closer to home.

There is a great deal to be proud of. One of our most significant achievements was the adoption of major digital innovation. The successful implementation of the integrated electronic Medical Record (ieMR) system at both Sunshine Coast University Hospital and Nambour General Hospital was an outstanding exercise on many levels, being the largest full-stack roll-out in Australia at the time. A strength of our health service is to embrace learnings, whether it’s our own or others. The ieMR is the perfect example of this. Clinician-led with a constant eye across the patient safety horizon, implementation was supported by our Board, our Executive and Queensland Health. Our change methodology and experience has made a significant contribution to the state-wide digital program, with international interest in our program of change readiness.

We also led the state in the roll-out of the GP Smart Referrals pilot, which is a key component of service integration between General Practice and hospital-based specialty services, and will be a platform for ongoing digital transformation.

In an environment of unprecedented care, we are proud that our committed staff delivered more care to their community.

- 175,557 emergency presentations (8701 more than last year)
- 3408 more people were admitted to our public hospitals from emergency departments when compared to the previous year
- more than 3400 babies were delivered (243 more than the previous year)
- 44,317 more oral health treatments
- an end-of-year result with no patient waiting longer than clinically recommended for their endoscopy for any category, fewer than 50 patients waiting longer than clinically recommended for their elective surgery and no outpatients waiting greater than two years.

While our performance has improved in every category of time to be seen in Emergency Department, there is still room for improvement and we are committed to doing better. We have built momentum to improve performance against target, and we have seen the introduction of new and expanded services to better meet the needs of our population. These have included the establishment of maternal fetal medicine, plastic and reconstructive surgery, and increased complexity in neonatal care and head and neck surgery.

We will continue to introduce new services in a planned and safe manner, with the development of our 10-year Master Clinical Services Plan providing our future blueprint. Like other health services, we have been challenged by delivering more healthcare with increased efficiency. Despite the growing demand, expansion of services, implementation of digital technologies, facility redevelopments and the continuation of our transition into Sunshine Coast University Hospital, we successfully delivered strategies to improve our productivity and efficiency through our Sustainability Program. This establishes the structural and system capacity required for long-term productivity and efficiency while continuing to deliver the highest quality of care.

Our community can be very proud of the significant investment in their local health infrastructure. In 2018-2019 we continued to ensure that our infrastructure is keeping pace with service delivery requirements now and into the future.

Officially launched in February 2019, the redeveloped Caloundra Health Service marked a significant milestone for this service, and its important role in the community delivering a minor injury and illness clinic, expanded palliative care unit, ophthalmology services, in addition to providing diabetes, women’s and families, renal and oral health services. We were delighted to open the Maroochydore Community Hub, which provides a range of mental health and addiction services, child health services, oral health and our public health unit, all under the one roof for easier community access. The $86.2 million redevelopment of the Nambour General Hospital is being progressed under the Advancing Queensland's Health Infrastructure Program. An important feature of this redevelopment is the involvement of consumers and staff at every stage, from early detailed design through to models of care. We were all very proud when the Sunshine Coast University Hospital was awarded the six Star Green Star Healthcare v1 Design and As-Built rating and being referred to as a sustainability superstar.

Partnerships continue to play a dominant role in the life of our health service. Our experienced Consumer Advisory Group, and all our consumer representatives under the leadership of Dr Eleanor Horton, provide a valued voice and perspective which has positively shaped how we plan, deliver and review our services. While often focused on current and future priorities, this year we also recognised the historical contribution of our community through the RSL Commemorative Plaque at Nambour Hospital remembering lives lost and injured in war, including members of our own team.
As a Choosing Wisely Champion Health Service, we are proud of our clinicians and consumers, who are jointly identifying and taking steps to embed high-benefit care principles across our health service. Alongside other leading Australian health services, we are delivering care which is supported by evidence and promotes conversation between patients and health professionals about which tests, treatments and procedures are of benefit.

Our much-loved Volunteer Services exemplify the wonderful community spirit in our region. Their kindness and compassion make a meaningful difference every day to our patients’ experience.

We remain genuinely committed to closing the gap in health inequality for our Aboriginal and Torres Strait Islander Community, and working closely with the community, including through our partnership with North Coast Aboriginal Corporation for Community Health to deliver culturally-safe healthcare. Our new Reconciliation Garden, opened this year and designed with community, creates a beautiful space for us to all come together in the spirit of truth-telling and advances the goals through our Inaugural Reconciliation Plan, also launched this year. We would like to acknowledge the Traditional Custodians of the land here on the Sunshine Coast. We thank the Gubbi Gubbi Elders for their continuing support, advice and wisdom.

We are grateful for our partnerships with the University of the Sunshine Coast, TAFE Queensland and Griffith University, through our Sunshine Coast Health Institute, all collaborating to develop future generations of health professionals and build our research which can be translated to improved care for our community. This year saw many significant milestones such as the opening of the Sunshine Coast Griffith University Medical Program and the release of our Research and Inter-professional Education Strategies, providing priority actions to elevate our status as a university health service.

The Annual Research Symposium was a great showcase of the crucial research our team is doing to advance health issues that impact our community.

Our close work with the Primary Health Network (PHN) is important to our vision of integrated care, and we are continuing to see positive results for our community. With ongoing demand for care, development of innovative models such as Hospital in the Home and care in alternate settings will be an ongoing area of focus.

It was a very busy year, with many opportunities and challenges. Our team has remained focused on what is most important—delivering high-quality care, or supporting someone who does. The compassion and care they show has been inspirational. In recognition of this, we rolled out the Employee Wellness program, supported by tangible initiatives to promote their health and wellbeing.

Our achievements would not be possible without the strategic guidance and support of the Board, the leadership of our Executive team and our wonderful people. We take this opportunity to thank them all for their valued contribution.

We have worked hard this year to lay the foundations for delivering further improvement and innovation, collaborating to tackle our challenges and celebrate our successes as one team. We look forward to an even better year in 2019-20.
Highlights

2018

Outpatient occasions of service

546,782

Oral health treatments

367,271

Telehealth services

3791

Patients treated under Hospital in the Home

610
Babies born: 3,435
Breast screens: 32,763
Emergency department presentations: 175,557
Emergency surgeries performed: 4,462
Elective surgeries performed: 8,875

2019
Maleny Soldiers Memorial Hospital’s movement disorder clinic further improved the quality of life of Parkinson’s Disease patients, hosting its first community education session forum.

Sunshine Coast Hospital and Health Service awarded Accreditation from the Australian Council on Healthcare Standards.

Introduced a nurse endoscopist to the gastroenterology service to align with international trends in multi-disciplinary care to further meet growing demands.

The annual Research Symposium attracted more participants than ever before.

Sunshine Coast Hospital and Health Service’s Reconciliation Action Plan was launched.

Sunshine Coast University Hospital welcomed its 5000th baby since opening in 2017.

Health service researchers, in partnership with The George Institute for Global Health, explored the quality of life and burden on caregivers of people having dialysis. This work was published in the American Journal of Kidney Diseases.

Sunshine Coast Hospital and Health Service collocated 19 community services to a purpose-built, centrally-located and service-specific facility in Maroochydore.

A rich history between the local RSL and Nambour General Hospital was celebrated with the unveiling of a plaque dedicated to the men and women who served in the armed forces.

Sunshine Coast University Hospital became the largest public healthcare facility in Australia to achieve the building industry’s highest honour with a six Star Green Star Healthcare v1 Design and As-Built rating.

In a first for our region, a community-based eating disorders service was introduced.

The first community forum for the Nambour General Hospital redevelopment was held.

Sunshine Coast Hospital and Health Service staff achieved the highest number of blood donations across Australia (218 donations - saving up to 654 lives) during the Australian Red Cross Blood Service’s annual Health Services Blood Challenge.

The Reconciliation Garden at Sunshine Coast University Hospital was officially opened during National Reconciliation Week.

Gympie Hospital celebrated its 150th anniversary with a number of events including a gala ball, marking this outstanding milestone of service to the local community.

In a first for our region, a community-based eating disorders service was introduced.

Services provided under the Hospital in the Home program were expanded.

Plastic and reconstructive surgery began at Sunshine Coast University Hospital.

The health service is leading the way for rehabilitation patients, piloting a state-wide concept aimed at strengthening person-centred, interdisciplinary ‘Goal-setting practice in rehabilitation services’ project.

Sunshine Coast University Hospital went live with ieMR.

The Maternal Fetal Medicine Service began at Sunshine Coast University Hospital.

Caloundra Health Service café received a makeover thanks to the generous donation of $100,344 from the Nambour General Hospital Auxiliary.

Fewer premature babies are transferred to Brisbane for care with the expansion of our Neonatal Service which can care for babies born at 29 weeks gestation.

Sunshine Coast University Private Hospital concluded and 80 beds worth of activity were returned to Sunshine Coast University Hospital.

Lendlease was named managing contractor for Stage 1 of the $86 million Nambour General Hospital Redevelopment.

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Fewer premature babies are transferred to Brisbane for care with the expansion of our neonatal service which can care for babies born at 29 weeks gestation.

Sunshine Coast University Hospital went live with ieMR.

The maternal fetal medicine service began at Sunshine Coast University Hospital.

Caloundra Health Service’s $17 million redevelopment was officially opened.

The health service offers home dialysis to local kidney disease patients. Patients now carry out their dialysis in the comfort of their own homes.

Thanks to a generous donation of $100,344 from the Nambour General Hospital Auxiliary, Nambour General Hospital was able to purchase of a C-arm imaging scanner intensifier to assist with orthopaedic surgery.

Sunshine Coast University Hospital went live with ieMR.

Sunshine Coast University Hospital welcomed the first set of premature twins born at just 29 weeks gestation following the expansion of neonatal services and maternal fetal medicine services.

The Reconciliation Garden at Sunshine Coast University Hospital was officially opened during National Reconciliation Week.

Caloundra Health Service café received a makeover thanks to the generous donation from Caloundra Hospital’s Auxiliary.

The health service is leading the way for rehabilitation patients, piloting a state-wide concept aimed at strengthening person-centred, interdisciplinary ‘Goal-setting practice in rehabilitation services’ project.

Wishlist the hospital foundation is a not-for-profit organisation dedicated to fundraising for the needs of the Sunshine Coast Hospital and Health Service, this year they have pledged more than $580,000 towards Research Projects, Medical Equipment & Support Projects and Staff Scholarships & Education Funding.