

Expanding quality and safety reporting

Stakeholder Communique – February 2019

Evidence shows the safest healthcare providers share appropriate information, and create and promote a safety-focused culture. This leads to higher quality care because the health system learns from incidents and variations in clinical outcomes, and patients use this to make choices about their care.

In August 2018, the Honourable Steven Miles MP, Minister for Health and Minister for Ambulance Services (the Minister), publicly announced his intention to launch an interactive website that would enable the public to access a range of information on Queensland's public and private hospitals.

Over the last several months, consumers and health professional stakeholders have been consulted about the type of content the proposed website should contain.

What we heard

Stakeholders across the board were highly supportive of the proposal to establish a website and expand reporting of public and private hospital information.

Consumers reported a need for improved availability of information about hospitals and services provided, emphasising the importance of quality and safety information about hospital services. They highlighted a range of information that would be useful to know about hospitals and their services.

Additionally, consumers requested information about accreditation status, infections and complications and specifically for maternity, a range of data about birth. Maternity consumers had a strong desire to access maternity related outcomes data.

Health professionals recognised the importance to consumers and members of the public of the inclusion of general information about hospitals and services on a website.

Health professionals supported the inclusion of health condition-specific or procedure-specific outcome indicators, however, they recognised that these indicators can be complex and difficult to understand. Despite this, health professionals supported the inclusion and reporting of this information for the purposes of transparency and accountability, along with supporting contextual information.

Stakeholders recognised that there are significant benefits associated with expanding reporting of public and private hospitals, that may lead to system wide improvements. In light of this, stakeholders recognised the importance of this initiative and advised to start small and to build over time, rather than trying to do too much at the initial launch.

Next steps

The feedback we received as part of this process, has been used to inform policy advice for the Queensland Government's consideration. The proposed website will be co-designed with health consumers and health professional stakeholders. Further consultation will be undertaken from June 2019 to contribute to this design and development process. Details on how to participate in the consultation will be made widely available.



Thank you

Clinical Excellence Queensland, Department of Health, would like to take this opportunity to thank consumers, Health Consumers Queensland, and health professionals for their feedback and interest in expanding reporting of public and private hospital information in Queensland.

If you'd like to know more about this project, please email PSQIS_Corro@health.qld.gov.au



Key themes arising from consultation with consumers

- **what to expect:** Where to go; how to get there; waiting times; expected length of stay
- **services:** Clinical services offered; models of care; guidelines and protocols
- **care providers:** Staff to patient ratios
- **quality:** Accreditation status, complications arising from clinical care
- **achievements:** Good news stories, research.

Participant numbers and location of consultation sessions

Consumer

149 people attended kitchen tables or focus groups



69 people attended kitchen tables



80 people attended focus groups



Health

156 people attended a focus



There were **21** focus groups held across the state, and there was an additional meeting held in Roma

