

From: [Melissa Carter](#)
To: [Michael Walsh](#)
Cc: [David Rosengren](#)
Subject: Refreshed Website - Stage 1
Date: Tuesday, 25 July 2023 11:08:00 AM
Attachments: [Queensland Health Public Reporting - Hospital Performance Website Refresh v2.pptx](#)
[image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)

Hi Michael, as discussed this morning, the attached presentation shows the proposed changes to the QH performance website as part of stage 1. Stage 2 will involve a redesign and further work on transparency and presentation of performance information. This was presented at the last Minister/DG roundtable with the Minister comfortable with what is proposed.

Current site: **s.73**

This is the link to the staging site with the proposed changes – noting we are still tweaking this. We will organise some time to talk you through.

Staging site: **s.73**

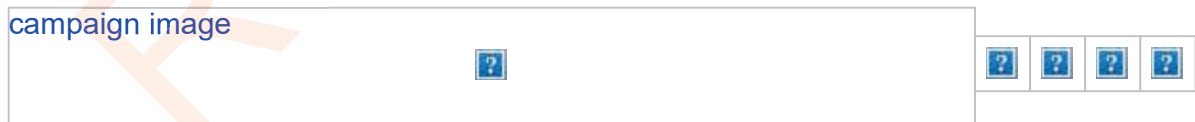
Username: **s.73**
 Password: **s.73**

Thanks
 Mel



Melissa Carter
 Deputy Director-General, Healthcare
 Purchasing and System Performance
 Office of the DDG HPSP, Healthcare Purchasing
 and System Performance | Queensland Health

P (07) **s.73**
E **s.73** @health.qld.gov.au
W health.qld.gov.au
A [Level 14, 33 Charlotte Street, Brisbane](#)



Queensland Health acknowledges the Traditional Owners of the land, and pays respect to Elders past, present and future.

From: Melissa Carter **s.73** @health.qld.gov.au>
Sent: Tuesday, 25 July 2023 8:56 AM
To: Melissa Carter **s.73** @health.qld.gov.au>
Subject: Fwd: FYI. Fwd: Refreshed website

Get [Outlook for iOS](#)

From: Brenton Simpson <s.73@health.qld.gov.au>
Sent: Monday, July 17, 2023 1:43:10 PM
To: Melissa Carter s.73@health.qld.gov.au
Cc: Anita Rayner s.73@health.qld.gov.au
Subject: FYI. Fwd: Refreshed website

Hi Mel, FYI - Slides 8, 12, 13 and 15 show the proposed changes. Brenton.

Get [Outlook for iOS](#)

From: Dominic Tait s.73@health.qld.gov.au
Sent: Friday, July 14, 2023 14:17
To: Finn Semple s.73@ministerial.qld.gov.au
Cc: Brenton Simpson s.73@health.qld.gov.au; Anita Rayner s.73@health.qld.gov.au
Subject: Refreshed website

Hi Finn

I hope this email finds you well.

Please see attached the slide deck that was shared this morning at the Min/DG huddle.

Apologies I wasn't able to get the deck through to you prior.

Today is my last day covering as A/DDG HPSP (back to QCH on Monday) – Brenton and Anita will be able to pick this up with you on Monday at the weekly data meeting.

Thanks and talk soon

Dom

Dominic Tait

**Acting Deputy Director-General, Healthcare
 Purchasing and System Performance**

Office of the DDG HPSP, Healthcare Purchasing and
 System Performance | Queensland Health

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Queensland Health

Public Reporting

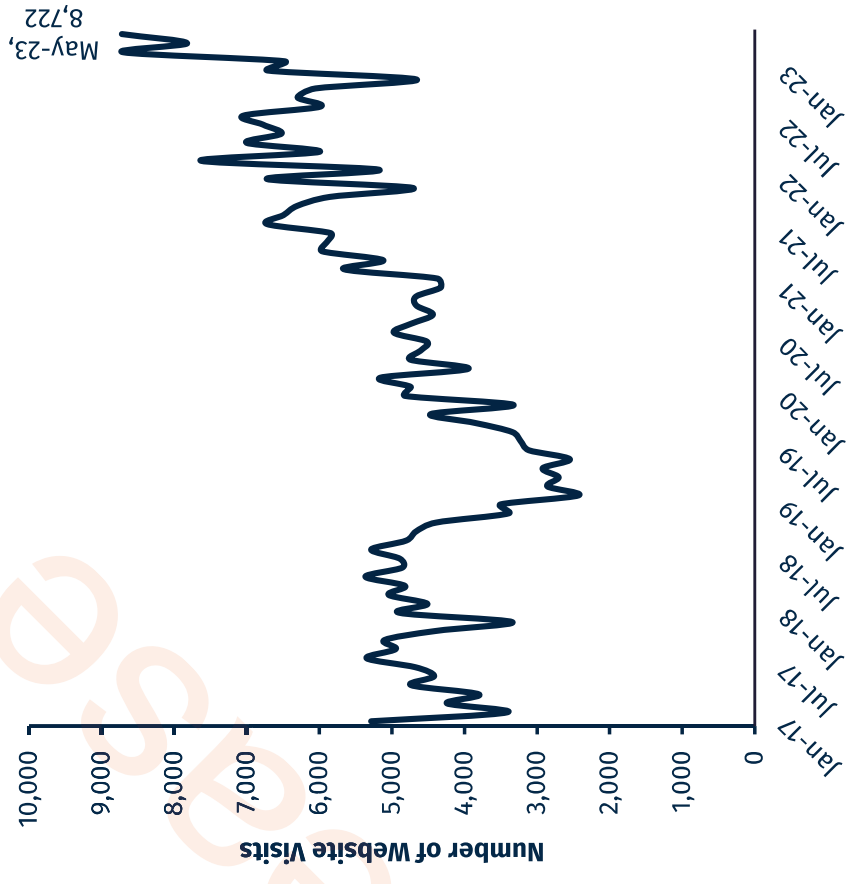
performance.health.qld.gov.au



Queensland
Government

Public Reporting – Current State

- Website launched in 2011
- Quarterly updates
- Top 106 facilities
 - 26 facilities for Patient Off Stretcher Time (POST)
- Static tables
- Limited graphic capability
- Complicated navigation
- Sharp increase in website engagement in last 12 months.



National Comparisons



Overview

Public Reporting

Horizon 1

- Facelift of existing Hospital Performance website
- Improved navigation
- Additional reporting measures, e.g. POST & Tiered responses
- Monthly POST reporting. NB. Unable to pivot all service domains to monthly reporting due to time constraints
- Restrictions to upgrades due to limited time to implement (4 Aug 2023)

Public Reporting

Horizon 2

- Complete Website Redesign including consumer engagement
- Integration with QH master page
- Monthly reporting of official statistics
- Additional measures for key indicators
- Quarterly glossy publication TBC

Horizon 1 – Launch: 4 August 2023

- Initial Concept Development – due 14 July 2023
 - Input – Strategic Communications Branch
 - Input – Mins Office
- Technical Development – from 10 July 2023 to 22 July 2023
 - Website design
 - Upload additional data files / extracts
- Healthcare Purchasing and System Performance Division Review (UAT) – due 23 July 2023
- Ministerial Office Review (UAT/Test) – Due 28 July 2023




Horizon 1 - Agreed Changes

- Updated Homepage
 - Health System Overview – KPI callouts and new look landing page
 - Interjurisdictional Analysis (MO to advise)
- Trended analysis and longitudinal trends in simple graphs
 - Increasing profile and targeted improvement of existing functionality
 - Emergency (Presentations and Performance – ELOS/SIT)
 - POST (Monthly)
- Additional Measures
 - Tier 3 Responses (Top 26) aggregated for QLD



Current State - Homepage



Queensland Government
Queensland Health

Contact us | Help | Search

Public health & wellbeing

Clinical practice

Health system & governance

Employment

Research & reports

News & alerts

Hospital Performance

The website contains detailed, up-to-date and regular information on the activity and performance of Queensland Health's 106 hospitals that provide reportable information. Find a hospital or Hospital and Health Service (HHS) by clicking on the map, or use the left-hand navigation, hospital name or postcode search options.

Oral Health, BreastScreen, Immunisation and Nurse-to-patient ratios information can be accessed by clicking on the Hospital and Health Service links on the map below or on the navigation pane on the left hand side.

The Metro Hospitals can be found on the map in the Metro South section as per their geographic location, although they are not part of the Metro South Hospital and Health Service. Similarly, the Queensland Children's Hospital can be found on the map in the Metro South section as per its geographic location, although it is not part of the Metro South Hospital and Health Service.

Reporting Hospitals by Hospital and Health Service

- Hospital Performance
- Home
- Statewide Hospital
- Statewide HHS
- Hospitals
- HHS
- Atterton Hospital
- Ayr Hospital
- Bahinda Hospital
- Bamaga Hospital
- Barcaldine Hospital
- Beaudesert Hospital
- Biggenden Hospital
- Biloela Hospital
- Blackall Hospital
- Blackwater Hospital
- Bonah Hospital
- Bowen Hospital
- Bundaberg Hospital
- Caboolture Hospital
- Cairns Hospital
- Caloundra Hospital
- Capricorn Coast Hospital
- Feedback
- Home text-based

Search by name

Select Hospital

Search by postcode

Enter postcode

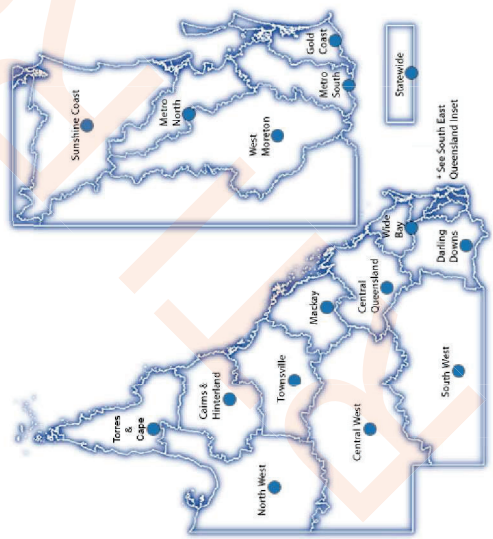
Related links

- Text based list of reporting hospitals
- MyHospitals
- Inform My Care

Did you know?

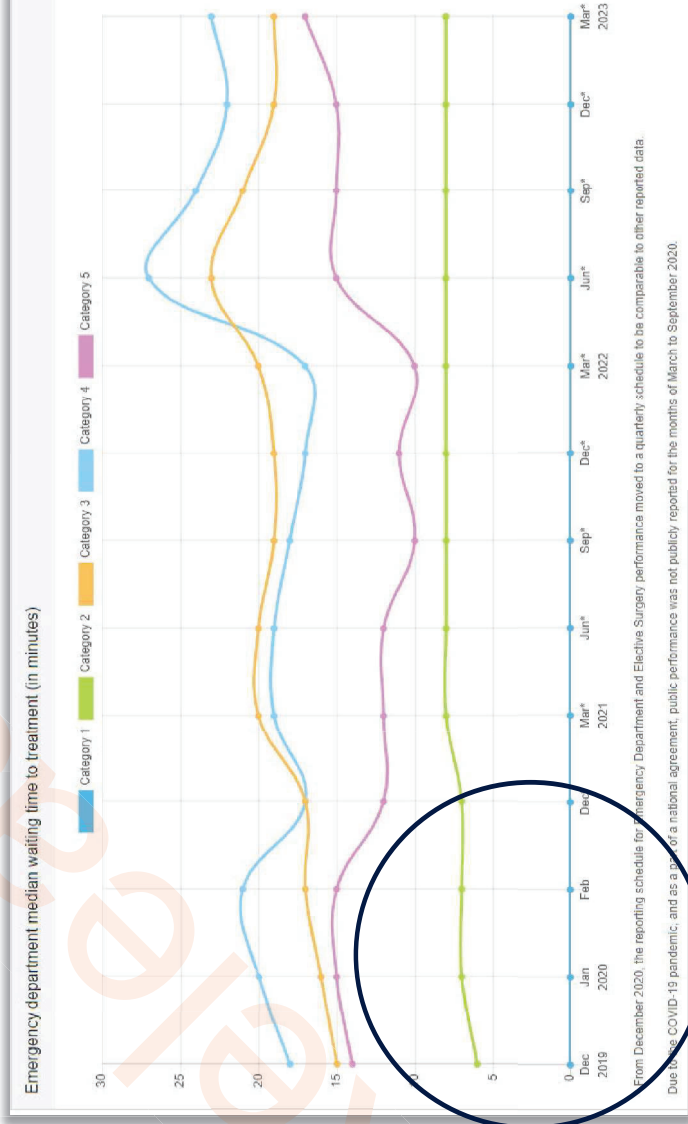
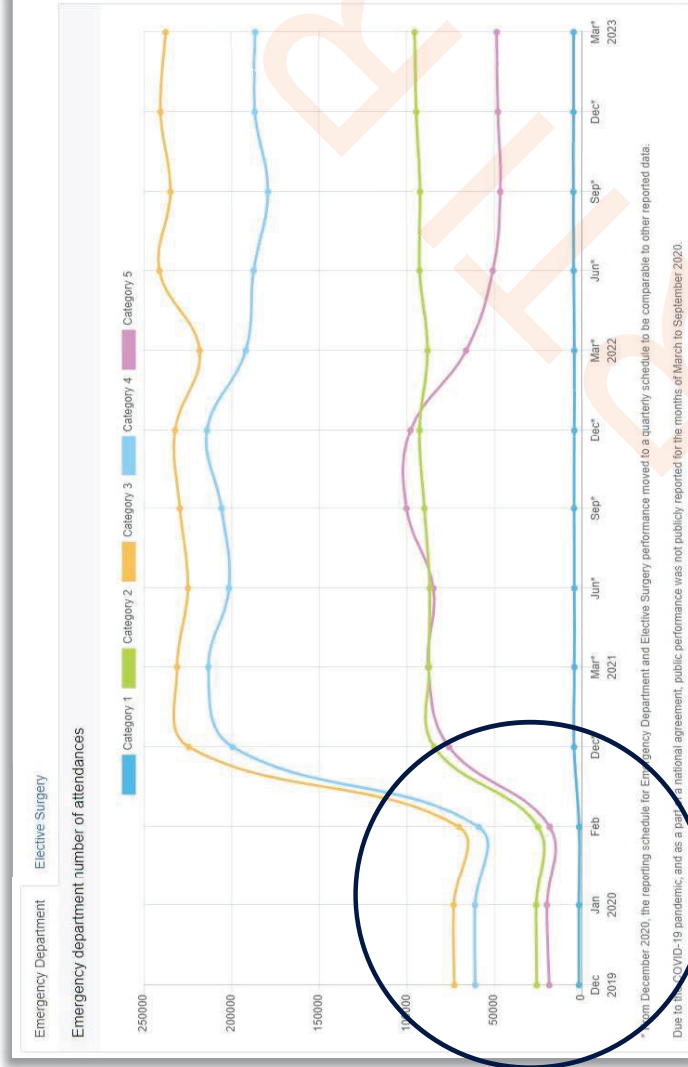
13HEALTH is a Queensland Health phone line to help take the worry out of health concerns. For 24 hours a day 7 days a week, qualified staff will give you advice on who to talk to and how quickly you should do it. The advice is confidential, qualified and supportive.

[Feedback](#)



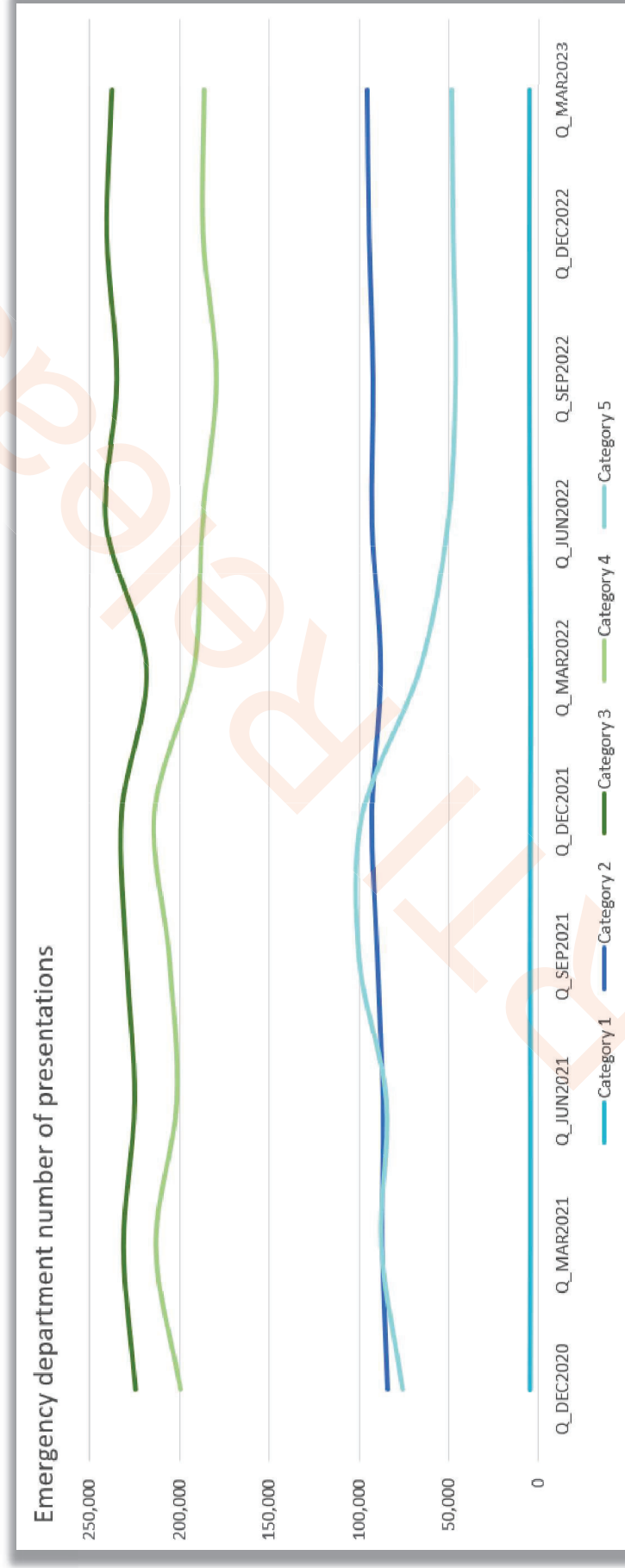
Current State - Trends and Visualisations

- Inconsistent datasets
- Design not consistent with QH branding
- Currently no visualisations for Specialist Outpatients Department (SOPD)



Horizon 1 – Trends and Visualisations – Future State

- Redesign of graphs – ‘first stop’ for consumer following homepage
- Meaningful representation of performance / Removal of data pre-Dec 2020.
- Graphs to be created and added for SOPD.



Current State – Sub pages



Queensland Government
Queensland Health

Contact us | Help

- Hospital Performance
- Home
- Statewide Hospital
- Statewide HHS
- Hospitals
 - Atherton Hospital
 - Ayr Hospital
 - Baibinda Hospital
 - Bamaga Hospital
 - Barcaldine Hospital
 - Beaudesert Hospital
 - Biggenden Hospital
 - Ellioola Hospital
 - Blackall Hospital
 - Blackwater Hospital
 - Boonah Hospital
 - Bowen Hospital
 - Bundaberg Hospital
 - Caboolture Hospital
 - Cairns Hospital
 - Caloundra Hospital
 - Caontoom Coast Hospital
 - Feedback
 - Home text-based

Emergency

Queensland Reporting Hospitals Emergency Care

Employment | News & alerts

Research & reports

Historical Graphs

Emergency Care | Elective Surgery | Hospital Activity | Specialist Outpatient | Historical Graphs

Queensland Health provides free public hospital emergency care across the state to people who are seriously injured or ill and need treatment. This page tells you how busy a hospital emergency department (ED) is, and gives information on its performance. For further information about emergency departments and how to access emergency services visit ED Facts.

When a person arrives at an ED for treatment, a qualified triage nurse assesses how urgent their condition is and assigns a category according to the Australasian Triage Scale. There are five triage categories, where 1 is most urgent and 5 is least urgent. The triage system ensures that people most in need of care are treated first. Patients are seen in order of medical priority and not in order of arrival at the hospital.

All attendances **Children 14 and under**

Quarterly emergency department information for January, February, March 2023

Indicators	Category 1	Category 2	Category 3	Category 4	Category 5	Total
Number of attendances	4,486	95,048	237,472	185,889	48,429	571,324
Variation in number of attendances	14%	8%	9%	-3%	-27%	1%
Patients seen within clinically recommended times	100%	66%	65%	77%	93%	71%
Median waiting time to treatment (in minutes)	0	8	19	23	17	16
Percentage of patients who did not wait for treatments	0%	0%	3%	5%	7%	3%
Patients admitted from the Emergency Department	73%	52%	36%	12%	4%	25%
Admissions to hospital within four hours	45%	42%	36%	41%	65%	38%
Patients whose ED stay was within four hours	47%	49%	52%	75%	91%	62%
Number of patients who left after treatment commenced	53	2,744	12,717	8,222	1,046	24,782

Search by name

Search by postcode

Related links

- [MY Hospitals](#)
- [Inform My Care](#)

Did you know?

In Queensland, 75.3% of patients stayed in the ED for four hours or less during 2018-19.

[Feedback](#)

Horizon 1 – Sub pages – Future State

Emergency Care

Highlights

Emergency departments
571,324
Volume
16mins
Median wait time

Find health performance information

Hospital and Health Service
Access information relating to the hospital and health service of choice.

Hospitals
Access information relating to specific hospitals and health services available.

Emergency department number of attendances

Children under 14

Hospital performance

Contact us
Get in touch for enquiries, feedback, complaints and compliments.

Follow us
Stay up to date with the latest news and information.

- Currently investigating possibility to implement this concept for sub pages
- Limited timeframe may restrict this option.

Horizon 1 – Sub pages – Future State cont.

Emergency
Queensland Reporting Hospitals
Emergency Care

Emergency Care

Elective Surgery

Hospital Activity

Specialist Outpatient

Historical Graphs

REMOVE

Queensland Health provides free public hospital emergency care across the state to people who are seriously injured or ill and need treatment.

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All attendances

Children 14 and under

*NEW Graphs

Quarterly emergency department information for January, February, March 2023

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Patients whose ED stay was within four hours	47%	49%	52%	75%	91%	62%

- Removal of 'historical graph' to focus on the key service domains
- New 'graph' tab created in each service domain
- Graphs Tab to sit before 'All attendances' to provide clearer overview for consumers on first click from homepage.



Horizon 1 – Future State ED / POST *New content

Quarterly emergency department information for January, February, March 2023

Indicators	Percentage	January	February	March
Patients transferred off-stretcher within 30 minutes	57%	X%	X%	X%



Horizon 1 – Summary of Changes

- Homepage redesign & implementation
- Tier 3 data upload and link to tile on homepage
- Links established to other homepage tiles
- Redesign all graphs
- Set new parameters for graphs / Data displayed from Dec 2020 only
- Remove historical graphs tab
- Creation of new 'graphs' tab within each service domain page
- New graphs created for SOPD (if possible):
 - SOPD # Patients treated by category
 - SOPD % Patients Treated in Time by category
 - SOPD Median wait time by category
- Existing graphs to be redesigned:
 - ED # of attendances
 - ED % Seen in Time
 - ED Median Wait Time to treatment
 - ES # Patients treated by category
 - ES % Patients Treated in Time by category
 - ES Median wait time by category
- New data upload for POST – Monthly split, rather than quarterly
- Review of existing narrative.

Essential Health

Brenton Simpson

From: Brenton Simpson
Sent: Friday, 28 July 2023 2:15 PM
To: Finn Semple
Cc: Luke Richmond; Melissa Carter; Anita Rayner
Subject: RE: Prepared for Estimates - Data Test Site

Hi Finn,

Please see access details to test site below.

Staging site: s.73

Username: s.73

Password: s.73

As discussed, please note that this is a live staging environment and as such it may be momentarily unavailable whilst updates are being made – there may also be additional cosmetic changes applied over the coming days.

We will provide a detailed walk through at the weekly data meeting on Monday and a covering Min Brief outlining the changes and approach for go-live will also be progressed over the next few days.

I will call you shortly to confirm the changes required to include headline QAS measures on the homepage.

Kind regards,
 Brenton



Brenton Simpson MBA

Acting Senior Director

System Performance Branch

Queensland Health

Working hours Monday to Friday

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**CLOSING
 THE GAP**

Improving health equity
 for First Nations Queenslanders



Queensland Health acknowledges the Traditional Custodians of the land across Queensland, and pays respect to First Nations Elders past, present and future.

From: Finn Semple s.73 @ministerial.qld.gov.au>

Sent: Friday, 28 July 2023 10:15 AM

To: Melissa Carter s.73 @health.qld.gov.au>; Brenton Simpson s.73 @health.qld.gov.au>;
 Anita Rayner s.73 @health.qld.gov.au>