

Cc: Luke Richmond [s.73](#) @ministerial.qld.gov.au>
Subject: Prepared for Estimates - Data Test Site

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Hi all

Will MO get access to test data site today?

Luke and I will need to talk the Minister through it with enough time for any changes to be made before it goes live next Friday morning

Thanks,
Finn

Finn Semple (he/they)

Senior Advisor

Office of the Hon. Shannon Fentiman MP



**Queensland
Government**

Minister for Health, Mental Health and Ambulance Services

Minister for Women

[Ms.73](#) | [Ps.73](#) | [Es.73](#) [@ministerial.qld.gov.au](mailto:s.73@ministerial.qld.gov.au)

I acknowledge the Yuggera and Turrbal people on whose land I live and work, and pay respects to Elders past, present, and emerging.

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From: [Finn Semple](#)
To: [Estimates](#)
Cc: [Melissa Carter](#); [Madeline Cunnington](#)
Subject: Prepared for Estimates - Performance Data
Date: Sunday, 30 July 2023 11:27:59 AM
Attachments: [Sch 6\(c\)\(i\)](#)

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

I have spoken with the Minister about [Sch 6\(c\)\(i\)](#)

Sch 6(c)(i)

Thanks
Finn

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Sch 6(c)(i)

OH RTI 5/12/23

RTI Release

Sch 6(c)(i)

OH RTI 5/12/23

RTI Release

Sch 6(c)(i)

OH RTI 5/12/23

RTI Release

Sch 6(c)(i)

OH RTI 5/12/23

RTI Release

Sch 6(c)(i)

OH RTI 5/12/23

RTI Release

Sch 6(c)(i)

OH RTI 5/12/23

RTI Release

Sch 6(c)(i)

OH RTI 5/12/23

RTI Release

Sch 6(c)(i)

OH RTI 5/12/23

RTI Release

SDLO

From: SDLO
Sent: Monday, 31 July 2023 3:38 PM
To: news
Subject: RE: ATTN BRAD: APPROVED TO PROGRESS: C-FILE-130232-017 FW: Q_JUNE2023

Hey Damon,
No problem, it has been replaced.

Regards,
Miranda

From: news <news@health.qld.gov.au>
Sent: Monday, 31 July 2023 2:28 PM
To: SDLO <SDLO@health.qld.gov.au>
Cc: Miranda Cloughton [s.73](#) @health.qld.gov.au
Subject: RE: ATTN BRAD: APPROVED TO PROGRESS: C-FILE-130232-017 FW: Q_JUNE2023

Hi Miranda,

Can you progress the attached release, instead of the one I sent earlier?

Sorry to be a pain.

Cheers,
Damon

From: news
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
Director-General | Queensland Health

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A Level 37, 1 William Street, Brisbane



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

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, DDGHPS on 24 July 2023.

Regards,
Sandy



HPSP Correspondence Team
Sandy Brennan: (07) s.73 | **Call me in Teams!**
Monday – Friday
Paige Christie: (07) s.73 | **Call me in Teams!**
Monday - Friday
Stephanie Collard: (07) s.73 | **Call me in Teams!**
Tuesday, Thursday & Friday
Office of the Deputy Director-General, Healthcare Purchasing and
System Performance | Queensland Health

E s.73 @health.qld.gov.au
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A lvl 14, 33 Charlotte Street, Brisbane



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

Queensland Health Performance data – June 2023 quarter

Emergency department presentations

The latest data revealed 584,431 people presented to an emergency department (ED) in a Queensland public hospital between January and March this year.

This is compared to 571,103 presentations in the March 2023 quarter and 575,578 presentations in the June 2022 quarter.

Our clinicians treated 100 per cent of Category 1 patients who presented to an ED for emergency care within the clinically recommended timeframe of two minutes

Elective Surgery

Queensland's public hospitals provided elective surgery to 36,321 Queenslanders during the quarter, compared to 36,641 in the March 2023 quarter and 32,362 in the June 2022 quarter.

78.5 per cent of Queenslanders were treated within the clinically recommended timeframes.

Investments

Putting Patients First is a plan to tackle ramping and healthcare pressures by:

- keeping Queenslanders out of hospital and providing alternatives to emergency departments
- supercharging virtual care
- strengthening the Queensland Ambulance Service
- investing in more frontline health workers and
- delivering more beds for our growing population.

Since 2015, we have delivered more than 1,700 beds and have increased our clinical workforce by more than 18,700 doctors, nurses, midwives, allied health professionals and paramedics.

We continue to deliver record investment in the health system, including the \$376.9 million Satellite Hospitals Program, which will ease pressures on EDs in the south-east corner.

We have also delivered new hospitals in Roma, Blackall and Kingaroy, and are committed to building three new hospitals in Coomera, Bundaberg and Toowoomba, and partnering with Mater Health Services to expand the Springfield Hospital.

Multiple initiatives are underway to address current and future capacity, including:





- delivering 2,509 extra beds, in addition to the 869 beds being delivered through current expansion projects
- directing \$6.78 billion toward operational growth funding over the next four years
- spending \$11 billion on new and expanding infrastructure.

ENDS

RTI Release



XX July 2023

Elective surgeries on the rise as hospitals put patients first

- Queensland's public hospitals performed 12 per cent more elective surgeries in the June 2023 quarter than they did in the same period last year
- Category 1 patients accounted for approximately 40 per cent of all elective surgeries performed
- 177,338 patients had their first appointment at a specialist outpatient clinic
- Emergency departments recorded a 1.8 per cent growth in presentations in the June quarter
- 100 per cent of category 1 patients in emergency departments were seen within the clinically recommended time

Health data shows the state's public health system is steadily improving elective surgery wait times, one of five key priorities identified by Health Minister Shannon Fentiman.

Around 36,000 Queenslanders underwent elective surgery in public hospitals in the June quarter – almost 4,000 more than in the same period last year.

Of the 36,321 elective surgeries performed, 14,613 were for category 1 patients, who are the most urgent. There were 8 per cent more category 1 surgeries performed than in the same quarter last year.

Emergency departments across the state are seeing a growing number of patients, with more than 584,400 presentations in the most recent quarter. This represents a 2 per cent increase from the same quarter last year.

Despite a 12 per cent rise in presentations for life-threatening conditions, 100 per cent of category 1 ED patients were seen on time.

More than 177,300 patients had their first specialist outpatient appointments.

Along with elective surgery wait times, the Queensland Government has listed ED pressures, pressures on the ambulance service, women's health, and mental health as priority areas.

Quotes attributable to the Minister for Health, Mental Health and Ambulance Services and Minister for Women Shannon Fentiman:

"Our health system is making improvements but there is still more work to do.

"A 12 per cent increase in the elective surgeries performed is excellent progress.

"Our hospitals are performing more surgeries for specialties including neurology, orthopaedics, gynaecology, ear nose and throat, and ophthalmology.

"The data shows that 78.5 per cent of elective surgery patients were treated on time – a 2 per cent improvement on the March quarter.

"Our EDs recorded over 10,500 more presentations than they did in the same quarter last year.

“This growth is continuing to place a strain on our ambulance service, with patient off stretcher times (POST) at 55 per cent. We are working hard to improve this.

“Our wonderful ED staff and paramedics once again made sure our sickest patients were seen immediately – they saved thousands of lives and I thank them for their tireless efforts.

“I can assure Queenslanders that we are committed to reducing ramping and easing pressures on the health system.

“Our *Putting Patients First* plan is key to achieving this, as it includes several initiatives to improve the flow of patients through hospitals.

“The plan invests \$764 million to keep Queenslanders out of hospital, provide alternatives to emergency departments and supercharge virtual care.

“It is bolstering our frontline health workforce and strengthening the Queensland Ambulance Service.

“And it is delivering more beds and delivering major hospital upgrades and expansions so we can meet the needs of our growing population.”

ENDS

Brenton Simpson

From: Finn Semple <s.73@ministerial.qld.gov.au>
Sent: Monday, 31 July 2023 4:51 PM
To: Melissa Carter
Cc: Brenton Simpson; Anita Rayner
Subject: Updated Performance Website *Prepared for Estimates*

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 Mel, Brenton and Anita,

Sch 6(c)(i)

Thanks,
Finn

Finn Semple (he/they)

Senior Advisor

Office of the Hon. Shannon Fentiman MP

Minister for Health, Mental Health and Ambulance Services

Minister for Women



Queensland
Government

M [s.73](mailto:s.73@ministerial.qld.gov.au) | **P** [s.73](mailto:s.73@ministerial.qld.gov.au) | **E** s.73@ministerial.qld.gov.au

I acknowledge the Yuggera and Turrbal people on whose land I live and work, and pay respects to Elders past, present, and emerging.

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From: [Kyle Fogarty](#)
To: [Michael Walsh](#)
Cc: [Matthew Rigby](#); [Trish Nielsen](#)
Subject: Performance Data Media Holding Statements
Date: Tuesday, 1 August 2023 11:22:29 AM
Attachments: [Statewide Holding Statement - Queensland Health Statewide Performance Data June 2023 \(FINAL\).docx](#)
[image001.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[XX0723 MIN MR - Hospital performance data June quarter \(FINAL\).docx](#)
[DDHHS Holding Statement June Q 2023.docx](#)
[GCHHS Media Statement June Q 2023.docx](#)
[MHHS Holding Statement June Q 2023.docx](#)
[MNHHS Holding Statement June Q 2023.docx](#)
[MSHHS Holding Statement June Q 2023.docx](#)
[NWHHS Holding Statement June Q 2023.docx](#)
[SWHHS Holding Statement June Q 2023.docx](#)
[SWHHS Media Statement June Q 2023.doc](#)
[TCHHS Holding Statement June Q 2023.docx](#)
[TCHHS Media Statement June Q 2023.doc](#)
[THHS Holding Statement June Q 2023.docx](#)
[WBHHS Holding Statement June Q 2023.docx](#)
[WMHHS Holding Statement June Q 2023.docx](#)
[CHHHS Holding Statement June Q 2023.docx](#)
[CHO Holding Statement June Q 2023.docx](#)
[COHHS Holding Statement June Q 2023.docx](#)
[COHHS Media Statement June Q 2023.doc](#)
[CWHHS Holding Statement June Q 2023.docx](#)
[CWHHS Media Statement June Q 2023.doc](#)
[SCHHS Holding Statement June Q 2023.docx](#)
[image007.png](#)

Hi Michael

For your information, please find attached media holding statements for the Performance Data June quarter release.

Thanks
Kyle



Kyle Fogarty
A/Senior Director
 Office of the Director-General
 Queensland Health

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A [Level 37, 1 William Street, Brisbane QLD 4000](#)

campaign image



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Holding statement/Talking points Cairns and Hinterland Hospital and Health Service Performance data – April-June 2023

It is important to the Cairns and Hinterland Hospital and Health Service (CHHHS) that all patients receive timely care.

Our triage system means that our patients are prioritised for care to ensure those with the highest need are seen first, regardless of if they arrive by ambulance or walk in.

For the second quarter of 2023, all category 1 patients who visited our Emergency Departments were treated within the clinically recommended time (2 minutes).

At Cairns Hospital, 100% of Category 1 patients (the most serious) were treated on time, along with 92% of Category 5 patients (the least serious).

There were 45,837 presentations across CHHHS emergency departments and Cairns Hospital ED recorded 23,084 presentations over the three months.

Patients at all of our Emergency Departments were waiting a median of 18 minutes to receive treatment, with Cairns Hospital patients having a median wait time of 16 minutes in the ED.

Emergency departments within the CHHHS catchment include Cairns, Atherton, Innisfail, Mareeba, Mossman, Tully and Babinda.

Across the HHS, 2057 patients received elective surgery in the second quarter of 2023, 4.3% more than the previous quarter.

An increase of more than 15% of patients received elective surgery in 2022-23 compared with 2021-22.

Additional information:

We have several initiatives in place to improve hospital performance and increase capacity to ensure we meet future demand and our community's expectations for a safe, accessible, and sustainable health system.

The \$26.4 million expansion of the Cairns Hospital Emergency Department is currently on schedule for completion in early-2024.

Earlier this year, we opened a dedicated 45-bed Sub Acute Care Unit off-site from Cairns Hospital, along with the repurposing of 12 beds at Gordonvale Hospital in February.





This paved the way to open our new Surgical and Orthopaedic Assessment Unit at Cairns Hospital earlier this year, which has improved patients' timely access to surgery and orthopaedic surgery, creating additional capacity at Cairns Hospital and lessening the pressure on beds for the most serious cases.

Construction of the new purpose-built, Mental Health Building at Cairns Hospital is currently under way. The state-of-the-art building will include five additional beds and is expected to open in 2024.

CHHS has an 'Access to Care Project' which is a clinically led program looking at improvements for addressing patient flow across the hospital.

This program includes initiatives such as redesigning and improving the model of care for medical patients; early senior clinical decision making; improving patient flow; and improving our ED mental health services.

Plans are progressing on the design of a dedicated Surgical Centre in Cairns, which will lead to expanded capacity at Cairns Hospital.

The new centre will be delivered by 2026 and is planned to include operating theatres, a ward and outpatient consultation rooms.

It will also deliver much-needed expanded capacity for elective and emergency surgery to meet the needs of our community into the future.

ENDS

Media contact: 3708 5376

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Author	Lauren Dor	Date	26/7/2023
Content provider/ Approver (phone numbers, too, if you have them)	Leena Singh CE Cairns and Hinterland Hospital and Health Service	Date	26/7/2023



Holding statement/Talking points

Children's Health Queensland Performance data – April-June 2023

There were **20,510** presentations to the Queensland Children's Hospital emergency department in the period from April to June 2023, a decrease of 1,763 patients (or 8.5 per cent) compared with the same period in 2022.

Across all categories (1 to 5), **78** per cent of patients were seen within the clinically recommended times. All category 1 patients (most urgent) were seen within the recommended time.

The median wait time across all five categories was **15** minutes.

In terms of elective surgery, **2,329** patients were treated between April and June 2023.

Across all categories, **67.7%** of patients who were ready for surgery in the December quarter were treated within the clinically recommended times. In Category 1 (most urgent), **97.5** per cent of patients were treated within the clinically recommended times.

Additional information for Apr-Jun 2023 data release:

Elective surgery

Children's Health Queensland continues to address elective surgery waitlist pressures created by the COVID-19 response and is tracking well against the surgery recovery plan.

By the end of the June quarter, the number of patients waiting longer than clinically recommended was further reduced by 52 per cent to 333, down from 692 in the previous quarter. All patients continue to be assessed by their clinical teams to ensure they are appropriately prioritised according to clinical need and are safe to wait.

Planned activity had a strong performance over the quarter with 2,329 Cat 1-3 patients treated, 20 more than the prior quarter.

Emergency surgery activity remains high with 1,433 patients requiring emergency surgery in the April-June quarter.

Emergency

During this period, the Queensland Children's Hospital continued to experience workforce shortages and pressures due to the impact of respiratory viruses, including COVID-19.

These challenges and an increased number of presentations compared to last quarter, resulted in a slight reduction in key quality metrics, such as waiting times and duration of time children and families spent in the ED.





The QCH Emergency department is continually evolving its model of care to improve the ability to safely and effectively care for all children who present. Improvement initiatives include next day follow-up of children who did not wait for treatment and a focus on First Nations children and families to ensure access to care. QCH has also been focusing on increasing safety and improving care in the waiting room with a new Clinical initiatives Nurse (CIN) model.

ENDS

Media contact: s.73

CONTENT APPROVAL RECORD **FOR INTERNAL USE ONLY**

	Name and title	Date
Author	Damian Pointon	25/07/2023
Reviewed by:	Brendan Hoad, A/Divisional Director, Surgery and Perioperative Services	27/07/2023
Reviewed by:	Melinda White, Director, Critical Care	27/07/2023
Approved by:	Dominic Tait, ED Clinical Services	28/07/2023



Holding statement

Central Queensland HHS Performance data – April-June quarter 2023

Emergency department presentations

CQHHS emergency departments recorded 37,595 presentations in the period April to June 2023, slightly down from 36,972 in the previous quarter.

These included 13,327 at Rockhampton Hospital ED and 9,183 in Gladstone.

There were 166 Category 1 presentations in the June quarter. All were seen within clinically recommended time.

The median wait time for CQHHS across all five triage categories was 16 minutes, with 72% of patients seen within their clinically recommended waiting times. Patients whose ED stay was within four hours was 68%, which is just short of the target of 80%.

Elective Surgery

CQHHS treated 1010 elective surgery patients in the June 2023 quarter, up from the 929 treated in the March quarter.

CQHHS maintained the Category 1 elective surgery wait list by treating 432 patients during the quarter with 84% of those patients treated in the clinically recommended time. Overall, 60% of patients received their elective surgery in the recommended timeframe.

This included 696 elective surgery procedures in Rockhampton, and 271 in Gladstone.

The health service has an agreement with private partners to boost elective surgery capability and increase throughput.

Additional information

During the June quarter, 6003 patients were seen for an initial appointment at a specialist outpatient clinic in Central Queensland, up from 5759 in the previous quarter.

ENDS



Central Queensland Hospital and Health Service
Media statement



**QUEENSLAND
GOVERNMENT**

Xx July 2023

Busy June quarter for Central Queensland hospitals

Central Queensland Hospital and Health Service hospitals had 37,595 patients come to emergency departments in the June 2023 quarter.

Chief Executive Dr Emma McCahon said CQ Health staff worked hard every day to care for Central Queenslanders.

“In Rockhampton, 13,327 people came through the Emergency Department from April to June, and in Gladstone there were 9,183,” she said.

Patients are given a triage category according to their level of clinical need, with Category 1 the sickest or most seriously injured.

Dr McCahon said all Category 1 patients were seen within two minutes of arriving at hospital, and the average wait time across all five categories in the June quarter was just 16 minutes.

Despite high levels of demand, in the June quarter, 72% of patients in all Central Queensland EDs were seen within clinically recommended times.

Dr McCahon said the health service was focusing on improving the flow of patients through the ED, with different models of care introduced to stop people from needing to come to hospital.

“Our Mental Health Co-responder Program is a partnership with Queensland Ambulance Service that supports people in mental health crisis in their own homes, away from the busy environment of a hospital ED.

“We have also introduced a Respiratory Rapid Access Service that is doing great things for known patients with chronic conditions, helping them to keep out of hospital.”

CQ Health hospitals treated 1010 elective surgery patients in the June quarter, up from 929 in the previous quarter. There were 696 elective surgery procedures done in Rockhampton, and 271 in Gladstone.

Overall, 60% of patients received their elective surgery within the clinically recommended timeframe.

“CQ Health has agreements with private partners to ensure our patients get their treatment as quickly as possible,” Dr McCahon said.

During the June quarter, 6003 patients were seen for an initial appointment at a specialist outpatient clinic in Central Queensland, up from 5759 in the previous quarter.

“I want to thank our hard-working CQ Health clinicians and support teams who work very hard every single day to provide great health care to their community.”

ENDS

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Written by:
Authorised by:

Julie West
Dr Emma McCahon

Date: 25 July 2023
Date: 25 July 2023

RTI Release

Holding statement/Talking points

Central West HHS Performance data – April-June 2023

A total of 2585 people across all five triage categories presented to Central West emergency departments in the June quarter 2023.

All patients in the most urgent triage Category 1 were seen immediately.

Across all five emergency categories – with one being the most urgent and five being the least – the median waiting time in the June quarter was 1 minutes, and 97 per cent of all presentations were seen within the clinically recommended waiting times for their category.

The percentage of patients requiring hospitalisation, who were admitted to hospital within 4 hours across all 5 categories, was 85 per cent.

For patients who did not require hospitalisation, 94 per cent across all five categories were seen and discharged from the emergency department within 4 hours during the June quarter.

Both these percentages were above the overall target of 80 per cent of all presentations to be able to depart the ED within four hours.

However, it should be noted that some patients may require more than a four-hour stay while tests such as medical imaging and pathology are done to diagnose their condition.

Elective surgery

A total of 73 elective surgery patients were treated in the June quarter.

As at 30 June, no patients were waiting longer than clinically recommended for their category for surgery.

The median waiting time for Category 1 elective surgery patients in the June quarter was 13 days, lower than the recommended waiting time of 30 days

The median waiting time for Category 2 was 48 days, below the recommended waiting time of 90 days for the category.

For Category 3, the median waiting time was 191 days, below the recommended waiting time of 365 days.

Central West Health delivers a wide range of specialist surgical services as part of its elective surgery program management.

Visiting specialist services include orthopaedic surgery, ear, nose and throat, ophthalmology, obstetrics and gynaecology, and general surgery.





This means that Central West residents can obtain many specialist consultations within their local community, thereby reducing the impact of having to travel or waiting longer than clinically recommended for assessment and treatment.

ENDS

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Written by: [Jim Guthrie, Principal Media Officer]

Date: 25/07/2023

Authorised by: [Leigh Reeve, Mngr Health Informatics]

Date: 26/07/2023

Authorised by: [Karen McLellan, GM Acute Health Services]

Date: 27/07/2023

Authorised by: [Anthony West, CWHHS Chief Executive]

Date: 27/07/2023

RTI Release



Central West Hospital and Health Service

Media statement



Queensland
Government

.. July 2023

All urgent ED patients seen immediately

Emergency departments across the Central West are seeing nearly all presentations within recommended waiting times, including 100 per cent of Category 1 presentations.

Central West Hospital and Health Service Acting General Manager Acute Health Services Karen McLellan said a total of 2585 people across all five triage categories presented to Central West emergency departments in the June quarter this year.

Across all five emergency categories – with one being the most urgent and five being the least – the median waiting time in emergency departments across the health service region in the June quarter was 1 minute, and 97 per cent of all presentations were seen within the clinically recommended waiting times for their category.

“This was an outstanding performance by our emergency departments across the region and a testament to all our staff,” Ms McLellan said.

“The percentage of patients requiring hospitalisation, who were admitted to hospital within 4 hours across all 5 categories in the June quarter, was 85 per cent.

“For patients who did not require hospitalisation, 94 per cent across all five categories were seen and discharged from the emergency department within 4 hours during the June quarter.

“Both these percentages were above the overall target of 80 per cent of all presentations to be able to depart the ED within four hours – whether admitted to hospital or gone home.

“It should be noted that some patients may require more than a four-hour stay while tests such as medical imaging and pathology are undertaken, and results awaited to diagnose their condition.”

Ms McLellan said 73 elective surgery patients were treated in the June quarter.

As on 30 June, no patients were waiting longer than clinically recommended for their category for surgery.

The median waiting time for Category 1 elective surgery patients in the June quarter was 13 days, lower than the recommended waiting time of 30 days.

The median waiting time for Category 2 was 48 days, below the recommended waiting time of 90 days for the category.

Central West Hospital and Health Service

Media statement

**Queensland
Government**

For Category 3, the median waiting time was 191 days, below the recommended waiting time of 365 days.

Ms McLellan said Central West Health delivered a wide range of specialist surgical services as part of the elective surgery programme.

“Visiting specialist services include, orthopaedic surgery, ear, nose and throat, ophthalmology, obstetrics and gynaecology, and general surgery,” she said.

“This means Central West residents can obtain specialist consultations within their local community, reducing the impact of having to travel or waiting longer than clinically recommended for assessment and treatment.”

ENDS

For further information contact:

James Guthrie
Principal Media Officer, Rural and Remote Qld
Media Unit, Strategic Communications
Department of Health
(07) s.73
s.73 @health.qld.gov.au

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Written by: [Jim Guthrie, Principal Media Officer]

Date: 25/07/2023

Authorised by: [Leigh Reeve, Mngr Health Informatics]

Date: 26/07/2023

Authorised by: [Karen McLellan, GM Acute Health Services]

Date: 27/07/2023

Authorised by: [Anthony West, CWHHS Chief Executive]

Date: 27/07/2023

Holding statement/Talking points

Darling Downs HHS Performance data – April-June 2023

More than 16,800 people presented to Toowoomba Hospital's emergency department during the June 2023 quarter.

This is a 4.5 percent increase in patients (729 extra patients) compared to the June 2022 quarter.

All category one patients were seen within clinically recommended timeframes.

The median wait time across all five categories was only 23 minutes which has remained steady compared to the June 2022 quarter.

The Patient Off Stretcher Time (POST) has improved with 67 percent of patients being transferred off a QAS stretcher within 30 minutes, an increase from 64 percent during the June 2022 quarter.

There have been more than 1,100 elective surgery patients treated at Toowoomba Hospital in the June 2023 quarter. (This has remained relatively steady compared to the June 2022 quarter.)

More specialist outpatient appointments were conducted at the Toowoomba Hospital during this quarter with more than 6,600 patients seen. This is a slight increase compared to the same reporting period last year.

Additional information for June 2023 data release:

The Toowoomba Hospital emergency department expansion has been operational for around six months now and has increased the facility's capacity.

The emergency department expansion was funded by the State Government as part of the Covid Recovery Program.

Significant progress is being made on the new Day Surgery at the Baillie Henderson campus with around 60% of construction complete. The project will provide additional capacity for our clinical staff to perform day surgery on the Baillie Henderson Hospital campus, which will be home to the new Toowoomba Hospital.

ENDS

Media contact:

s.73



Gold Coast Health Performance April to June 2023

Gold Coast Health Emergency Departments saw more than 187,000 presentations this year. The Gold Coast University Hospital Emergency Department is the busiest in Australia.

Emergency Department

Gold Coast Health's Emergency Departments saw 46,816 presentations in the April to June 2023 quarter.

The acuity of presentations increased, with 15 per cent more life-threatening Category 1 presentations, compared to the same quarter last year.

All 615 Category 1 presentations were seen within the clinically recommended time. Median waiting time for treatment across all categories of patients was 12 minutes.

In the past year to date, ambulance arrivals to Gold Coast public hospitals have increased by nearly 7 per cent.

Despite the increase in ambulance arrivals, the average hand over time improved to 33 minutes (compared to 37 minutes at the same time last year).

Our emergency departments work in close partnership with the Queensland Ambulance Service (QAS) to improve the 30-minute turnaround time for ambulances and get the crews back out into the community for the next job.

Some initiatives to reduce lost time include a multi-disciplinary team triaging ambulance arrivals and sharing the load between Gold Coast University Hospital, Robina Hospital and the private hospitals.

Elective Surgery

There were 4,309 elective surgeries performed in the June quarter. This is an 8.5 per cent increase on the previous quarter compared to the same time last year.

The demands of emergency surgery continue to affect elective surgery theatre availability. More than 1,547 emergency surgeries were performed, representing a 2.1 per cent increase.

During the April to June 2022 quarter, around 11,200 surgical patients were seen for initial appointment in a specialist outpatient clinic. More than 51 per cent of these appointments were for Category 1 surgeries.

Our clinicians are committed to delivering specialist outpatient appointments within clinically recommended times.

For further information contact:

Gold Coast Health media team – s.73

Holding statement/Talking points

Mackay Hospital and Health Service Performance data – April-June 2023

Emergency Departments

The number of people with life threatening injuries or illnesses treated in Mackay Hospital and Health Service emergency departments has dramatically increased.

The June quarter performance data shows there was a 46% increase in the most urgent Category 1 patients compared to the same quarter last year.

In this time Mackay HHS treated emergency department treated 139 Category 1 patients.

Demand also increased significantly for the next serious Category 2 patients with 4594 presentations, a 17% increase compared to the same quarter last year.

There were also slight rises for Category 3 and 4 patients.

Despite this increase an impressive 91% of patients were seen within the clinically recommended times and the median waiting time for treatment was just 10 minutes.

Mackay Base Hospital also improved its Patient Off Stretcher time in the quarter, rising to 64% from 63% despite an increase in ambulance arrivals.

Elective Surgery

Staff in our operating theatres have also been hard at work to perform additional elective surgery in the June quarter when 767 patients were treated, a 22.9% increase from the previous quarter.

Category 1 – the most time critical elective surgery – was the busiest with 362 people treated during the quarter.

At the end of June there were no Category 1 patients waiting longer than the clinically recommended time.

Overall 86% of people waiting for surgery are waiting with the clinically recommended time.

In the June quarter we were able to offer additional amounts of gynaecology and urology surgery as well as more general surgery.

Initiatives to improve access and capacity

Mackay HHS has a plan to improve access to elective surgery.



In 2023-24 the HHS has received \$5 million of non-recurrent funding to reduce long waits for Elective Surgery, Gastrointestinal Endoscopy and Specialist Outpatients. We are also excited to be planning for the \$250 million Mackay Base Hospital expansion. The additional 128 overnight beds will enable improved clinical workflows and new models of care which are better aligned with the changing needs of the community.

In order to do better in 2023-24 the health service will:

- Improve our theatre systems and processes to be as efficient as possible
- Schedule extra theatre sessions and use locum doctors to tackle longer wait lists in specialties where this is needed.
- Work with private partners and the Surgery Connect program to increase the amount of surgery
- Continue to find alternative accommodation for patients who are stuck in hospital waiting for an aged care placement or NDIS package to support their living. This will open more beds and support more flow of elective surgery.

Specialist Outpatients

In the June quarter 4708 patients seen for an initial service event in a specialist outpatient clinic.

Waiting times to see a specialist will vary for different reasons, including the volume of patients referred for a particular speciality or depending on whether the service is provided by a local or visiting medical officer.

Those specialities impacting the marginally longer wait times are those where we have high volumes and those that are serviced by visiting/purchased services such as Ear Nose and Throat (Townsville VMO service), Ophthalmology.

The hospital also partners with Telecare Australia for outpatients appointments in endocrinology / diabetes, hepatology, haematology, medical oncology, respiratory, rheumatology, neurology, Inflammatory Bowel Disease (IBD) and Paediatrics Behavioural Development.

ENDS

Media Contact:

Christopher McLoughlin | A/Media and Communications Manager | [s.73](#)



Holding statement

Metro North Health Performance data – April-June 2023 quarter

Emergency department presentations

Metro North Health emergency departments saw 37% more category one patients in the June 2023 quarter, compared with the same time last year.

In total, Metro North Health emergency departments saw 87,094 patients in the June 2023 quarter – representing a daily average of around 968 patients. This figure also represents a 1.7% increase compared with the March 2023 quarter.

Category five presentations are assessed as being the lowest clinical priority. The number of category five patients attending Metro North Health emergency departments is down by 19%, compared with the same time last year.

The Prince Charles Hospital (TPCH) was Metro North Health's busiest emergency department again in the June Quarter, seeing 30,480 patients. This represents a nearly 7% increase compared with the first quarter of 2023.

Across all Metro North Health emergency departments, median wait time across all five triage categories was 27 minutes.

Metro North Health continues to promote emergency department alternatives, including the Metro North Virtual ED. A new urgent care clinic will open this month at the Caboolture Satellite Hospital.

Elective surgery activity

A total of 7,887 patients received their elective surgery at Metro North Health in the June 2023 quarter, representing a 17% increase compared with the same time last year.

Patients waited a median of 36 days for surgery, with 89% seen within the clinically recommended time.

ENDS



Holding statement/Talking points

Metro South Health Performance data – April-June 2023

Like all hospital and health services in Queensland, Metro South Health continues to be impacted by increased presentations to emergency departments and is continuing to work to address this high demand for services.

Almost 80,000 patients attended a Metro South Health emergency department in the June 2023 quarter, a small increase from the previous quarter.

The largest increases in presentations were seen in the higher category patients (Category 1 and 2), while less urgent Category 5 presentations decreased compared to the last quarter. This means a higher proportion of patients required the most urgent care for very serious conditions.

All Category 1 patients at Metro South Health were seen within the clinically recommended times, with a median waiting time of one-minute, while the median wait time for all patients was 16 minutes, an improvement from the previous quarter.

During periods of high demand, Metro South Health focused its efforts on the provision of critical emergency and urgent planned care. Emergency departments are busy places and hospitals will always prioritise care for the sickest and most injured patients. If you do not need emergency care, you can avoid longer wait times by seeking medical advice from an alternative health practitioner.

Some options include:

- calling 13 HEALTH (13 43 25 84) for advice from qualified health professionals. They can advise if you need to call an ambulance for immediate help.
- find a GP anytime or call a doctor after hours when your local GP is closed by searching on Emergency Choices ([emergencychoices.org.au](https://www.emergencychoices.org.au))
- making an appointment with your General Practitioner (GP), or other relevant health professional, such as a dentist or physiotherapist.
- visiting your pharmacy for help with symptoms of colds or flu, skin irritations, minor allergy symptoms and headaches.

If you do attend an emergency department, the triage process ensures emergency patients are prioritised (or 'triaged') according to the severity and urgency of their condition.

A total of 6,311 elective surgery patients were treated across all facilities in all categories, an increase of 481 surgeries than the previous quarter. This quarter also saw an average 75 per cent of elective surgery patients seen within clinically recommended times - three per cent more from the previous quarter.

Metro South Health saw more than 33,000 new specialist outpatients in the June 2023 quarter, a slight decrease from the previous quarter)





The Queensland Government is making a major investment in health infrastructure to upgrade and expand our hospitals. This will increase our ability to provide quality and timely healthcare to our growing community.

ENDS

Media contact:

s.73

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Author		Date	
Lucy Hine	s.73	27/07/2023	

RTI Released



Holding statement

North West HHS Performance data – April-June quarter 2023

Emergency department presentations

Presentations at North West Hospital and Health Service (HHS) emergency departments have increased by 9 per cent during April to June 2023, compared to the same period in 2022.

There was a no change in Category 1 presentations in April to June 2023, compared to the same period in 2022.

The median wait time for the North West HHS across all five triage categories was 12 minutes, with 86 per cent of patients seen within clinically recommended waiting times as per each category.

Elective Surgery

North West HHS treated 168 elective surgery patients in the second quarter of 2023.

The increase in elective surgery patients being treated is a result of an increase in services including both staffing and equipment upgrades. The Theatre timetable review will continue to improve the treated patient numbers in the next quarter.

North West HHS maintained the Category 1 elective surgery wait list by treating 86 patients during the quarter, with 87 per cent of patients being treated in the clinically recommended time.

Additional information

As noted above, with the review of the Theatre timetable it is expected that North West HHS will continue to improve in the number of patients treated and seen in time in the next quarter.

ENDS



Holding statement

Sunshine Coast HHS Performance data – April-June quarter 2023

Emergency department presentations

Presentations at Sunshine Coast Health emergency departments has increased by 2 per cent during April to June 2023, compared to the same period in 2022, with a total of 53,804 patients being seen during this period.

One hundred per cent of category one patients (our sickest patients) at all emergency departments were seen within clinically recommended times. The median wait time for the Sunshine Coast HHS across all five triage categories was 16 minutes.

We are working to support patient flow and have a number of initiatives in place to support patient flow including interim care beds, optimisation of virtual care, alternative low acuity care beds, and an improvement to our transfer initiative nursing model.

Elective Surgery

Sunshine Coast Health treated 3116 elective surgery patients between April to June 2023, which is an increase of 28 per cent, compared with the same period last year.

There is unprecedented demand for our services and this year we have seen considerable progression in our elective surgery waitlists. To support capacity late last year we opened an additional surgical ward at the Sunshine Coast University Hospital as well as additional surgical beds at Nambour Hospital

Additional information

We acknowledge that we have patients waiting longer than expected for their elective surgery and addressing this is a priority for Sunshine Coast Health. We are growing our service to better meet the needs of our community and there has been a reduction in the number of patients waiting longer than expected for their surgery in recent months.

We are nearing completion of a purpose-built Command Centre at Sunshine Coast University Hospital. The \$5 million total investment includes the build of the \$3.1 million Command Centre that uses real-time data and modelling to monitor and coordinate patient arrivals, admissions, and departures. \$1.9 million is also being invested in infrastructure and ICT improvements for some of our other facilities to link in with the Command Centre.

ENDS



Queensland Health Performance data – June 2023 quarter

Emergency department presentations

The latest data revealed 584,431 people presented to an emergency department (ED) in a Queensland public hospital between January and March this year.

This is compared to 571,103 presentations in the March 2023 quarter and 575,578 presentations in the June 2022 quarter.

Our clinicians treated 100 per cent of Category 1 patients who presented to an ED for emergency care within the clinically recommended timeframe of two minutes

Elective Surgery

Queensland's public hospitals provided elective surgery to 36,321 Queenslanders during the quarter, compared to 36,641 in the March 2023 quarter and 32,362 in the June 2022 quarter.

78.5 per cent of Queenslanders were treated within the clinically recommended timeframes.

Investments

Putting Patients First is a plan to tackle ramping and healthcare pressures by:

- keeping Queenslanders out of hospital and providing alternatives to emergency departments
- supercharging virtual care
- strengthening the Queensland Ambulance Service
- investing in more frontline health workers and
- delivering more beds for our growing population.

Since 2015, we have delivered more than 1,700 beds and have increased our clinical workforce by more than 18,700 doctors, nurses, midwives, allied health professionals and paramedics.

We continue to deliver record investment in the health system, including the \$376.9 million Satellite Hospitals Program, which will ease pressures on EDs in the south-east corner.

We have also delivered new hospitals in Roma, Blackall and Kingaroy, and are committed to building three new hospitals in Coomera, Bundaberg and Toowoomba, and partnering with Mater Health Services to expand the Springfield Hospital.

Multiple initiatives are underway to address current and future capacity, including:





- delivering 2,509 extra beds, in addition to the 869 beds being delivered through current expansion projects
- directing \$6.78 billion toward operational growth funding over the next four years
- spending \$11 billion on new and expanding infrastructure.

ENDS

RTI Release



Holding statement/Talking points South West HHS Performance data – April-June 2023

A total of 6809 people were seen in South West Hospital and Health Service emergency departments across the region in the June quarter this year.

Across all five emergency categories – with one being the most urgent and five being the least – the median waiting time in the June quarter was three minutes, with 98 per cent of all presentations seen within the clinically recommended waiting times for their category.

The percentage of patients requiring hospitalisation and who were admitted to hospital within 4 hours across all 5 categories in the June quarter, was 76 per cent.

In regional areas like the South West, this proportion can be affected by the number of patients awaiting aerial transfer to a larger hospital for more complex treatment.

To ensure seamless and safe patient care, patients awaiting transfer elsewhere are managed in the Emergency Department until their retrieval flight arrives.

This may constitute a stay of longer than 4 hours in the ED.

Some patients may also require more than a four-hour stay while tests such as medical imaging and pathology are done to diagnose their condition.

For patients who did not require hospitalisation, 91 per cent across all five categories were seen, treated, and discharged from emergency within 4 hours during the June quarter, well above the target of 80 per cent.

Elective surgery

A total of 239 patients received their elective surgery in the June quarter this year.

At 30 June, two Category 3 gynaecology patients at Roma Hospital had been waiting longer than clinically recommended for their elective surgery in the South West.

Both patients have since had their procedures.

One Category 3 orthopaedic patient at Roma also was waiting longer than clinically recommended for their procedure – but this patient was not ready for surgery.

The patient will have their procedure when suitable for them.

The median waiting time for Category 1 elective surgery patients during the June quarter was 20 days, within the recommended waiting time of 30 days for the category.





The median waiting time for Category 2 elective surgery patients was 55 days, better than the recommended waiting time of 90 days.

The median waiting time for Category 3 patients was 193 days, also better than the recommended waiting time of 365 days.

South West Hospital and Health Service delivers a range of specialist surgical services, both visiting and in-house, as part of its elective surgery programme management.

Visiting specialist services available for adults and children include, orthopaedic surgery, ophthalmology, obstetrics and gynaecology, general surgery, and gastroenterology.

The combination of visiting and in-house specialist services means that South West residents can obtain many specialist consultations within their local community and access care closer to home.

This reduces the impact of having to travel or waiting longer than clinically recommended for assessment and treatment.

ENDS

FOR INTERNAL USE ONLY

Written by: [Jim Guthrie, Principal Media Officer]

Date: 25/07/2023

Authorised by: [Chris Small, SWHHS EDON&MS]

Date: 25/07/2023

Authorised by: [Dr Anthony Brown, SWHHS Chief Executive]

Date: 26/07/2023



Media statement



.. June 2023

Quick turnaround in EDs

Emergency departments across the South West are seeing the overwhelming majority of presentations within recommended waiting times.

South West Hospital and Health Service Executive Director of Nursing and Midwifery Services Chris Small said a total of 6809 people were seen in emergency departments across the region during the June quarter this year.

Across all five emergency categories – with one being the most urgent and five being the least – the median waiting time in the June quarter was three minutes with 98 per cent of all presentations seen within the clinically recommended waiting times for their category.

All Category 1 presentations were seen immediately.

The percentage of patients requiring hospitalisation, who were admitted to hospital within 4 hours across all 5 categories in the June quarter was 76 per cent.

“In regional areas like ours, this proportion can be affected by the number of patients awaiting aerial transfer to a larger hospital for more complex treatment,” Mr Small said.

“To ensure seamless and safe patient care, patients awaiting transfer elsewhere are managed in the Emergency Department until their retrieval flight arrives.

“This may constitute a stay of longer than 4 hours in the ED.

“Some patients may also require more than a four-hour stay while tests such as medical imaging and pathology are done to diagnose their condition.

“For patients who did not require hospitalisation, 91 per cent across all categories were seen and discharged from emergency within 4 hours during the June quarter, well above the target of 80 per cent.”

A total of 239 patients received their elective surgery in the June quarter this year.

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Both patients have since had their procedures.

One Category 3 orthopaedic patient at Roma also was waiting longer than clinically recommended for their procedure – but this patient was not ready for surgery.

South West Hospital and Health Service



Queensland Government

Media statement

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The median waiting time for Category 2 elective surgery patients was 55 days, better than the recommended waiting time of 90 days.

The median waiting time for Category 3 patients was 193 days, also better than the recommended waiting time of 365 days.

Mr Small said the South West Hospital and Health Service delivered a range of specialist surgical services, both visiting and in-house, as part of its elective surgery programme management.

“Visiting specialist services available for adults and children include, orthopaedic surgery, urology, ophthalmology, obstetrics and gynaecology, general surgery and gastroenterology,” he said.

“The combination of visiting and in-house specialist services means that South West residents normally can obtain many specialist consultations within their local community, reducing the impact of having to travel or waiting longer than clinically recommended for assessment and treatment and allowing them to access care closer to home.”

ENDS

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Date: 25/07/2023

Authorised by: [Chris Small, SWHHS EDON&MS]

Date: 25/07/2023

Authorised by: [Dr Anthony Brown, SWHHS Chief Executive]

Date: 26/07/2023

Holding statement/Talking points

Torres and Cape HHS Performance data – April-June 2023

All Category 1 emergency department presentations in the Torres and Cape Hospital and Health Service, which constitute the sickest and most critically injured patients, were seen immediately during the June quarter this year, the latest performance data shows.

A total of 6659 people were seen in Torres and Cape HHS emergency departments across the region in the June quarter.

Across all five emergency categories – with one being the most urgent and five being the least – the median waiting time in the June quarter was 13 minutes with 90 per cent of all presentations seen within the clinically recommended waiting times for their category.

All Category 1 emergency patients were seen immediately.

The percentage of patients requiring hospitalisation, who were admitted to hospital within 4 hours across all 5 categories, was 84 per cent in the June quarter, which was above the benchmark standard of 80 per cent.

In regional areas like Torres and Cape, this proportion can be affected by the number of patients awaiting aerial transfer to a larger hospital for more complex treatment.

For the sake of patient safety, patients awaiting transfer elsewhere may be managed in the Emergency Department until their retrieval flight arrives.

This may require a stay of longer than 4 hours in the ED.

Some patients may also require more than a four-hour stay while tests such as medical imaging and pathology are done to diagnose their condition.

For patients who did not require hospitalisation, 94 per cent across all categories were in and out of emergency within 4 hours during the June quarter, above the target of 80 per cent.

Elective surgery

A total of 67 patients received their elective surgery during the June quarter this year.

As at 30 June, no elective surgery patients had been waiting longer than clinically recommended for their procedures.

The Torres and Cape HHS delivers a wide range of specialist surgical services, both visiting and in-house, as part of its elective surgery program management.

The combination of visiting and in-house specialist services means that Torres and Cape residents normally can obtain many specialist consultations within their local community,





thereby reducing the impact of having to travel or waiting longer than clinically recommended for assessment and treatment.

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Date: 25/07/2023

Authorised by: [Annette Murphy, TCHHS Mngr BPI]

Date: 25/07/2023

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Date: 25/07/2023

Authorised by: [Michael Catt, TCHHS EGM South]

Date: 25/07/2023

Approved by: [Dean Davidson, TCHHS Interim Chief Executive]

Date: 27/07/2023

RTI Released



Media statement



.. July 2023

All urgent ED patients seen immediately

Emergency departments across the Torres and Cape Hospital and Health Service are seeing the overwhelming majority of presentations within recommended waiting times.

All Category 1 emergency department presentations in the Torres Strait, Northern Peninsula Area, and Cape York, which constitute the sickest and most critically injured patients, were seen immediately during the June quarter this year, the latest performance data shows.

Torres and Cape Hospital and Health Service Interim Chief Executive Dean Davidson said a total of 6659 people were seen in emergency departments across the region.

“Across all five emergency categories – with one being the most urgent and five being the least – the median waiting time during the June quarter was 13 minutes, with 90 per cent of all presentations seen within the clinically recommended waiting times for their category,” Mr Davidson said.

“The percentage of patients requiring hospitalisation, who were admitted to hospital within 4 hours across all 5 categories in the June quarter was 84 per cent, which was above the benchmark standard of 80 per cent.

“In regional areas like ours, this proportion can be affected by the number of patients awaiting aerial transfer to a larger hospital for more complex treatment.

“For clinical patient safety requirements, patients awaiting transfer elsewhere may be managed in the Emergency Department until their retrieval flight arrives.

“This may require a stay of longer than 4 hours in the ED.

“Some patients may also require more than a four-hour stay while tests such as medical imaging and pathology are done to diagnose their condition.

“For patients who did not require hospitalisation, 94 per cent across all categories were in and out of emergency within 4 hours during the June quarter, well above the target of 80 per cent.”

A total of 67 patients received their elective surgery during the June quarter this year.

At 30 June, no elective surgery patients had been waiting longer than clinically recommended for their procedures.

Mr Davidson said the Torres and Cape HHS delivered a wide range of specialist surgical services, both visiting and in-house, as part of its elective surgery program management.

Torres and Cape Hospital and Health Service

Media statement

**Queensland
Government**

The combination of visiting and in-house specialist services means that Torres and Cape residents normally can obtain many specialist consultations within their local community, thereby reducing the impact of having to travel or waiting longer than clinically recommended for assessment and treatment.

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FOR INTERNAL USE ONLY**Written by:** [Jim Guthrie, Principal Media Officer]**Date:** 25/07/2023**Authorised by:** [Debra Smith, TCHHS Mngr HCPPP]**Date:** 25/07/2023**Authorised by:** [Annette Murphy, TCHHS Mngr BPI]**Date:** 25/07/2023**Authorised by:** [Frank Grainer, TCHHS A/EGM North]**Date:** 25/07/2023**Authorised by:** [Michael Catt, TCHHS EGM South]**Date:** 25/07/2023**Approved by:** [Dean Davidson, TCHHS Interim Chief Executive]**Date:** 27/07/2023

Holding statement

Townsville HHS Performance data – April-June quarter 2023

Emergency department presentations

The Townsville Hospital and Health Service (HHS) emergency departments had 35,371 attendances from April to June 2023, compared to 33,312 in the previous quarter.

This is a six per cent increase in the number of patients presenting to our emergency departments compared to the previous quarter (January to March 23).

Despite ongoing pressures on our emergency departments, 81 per cent of patients were seen within clinically recommended time frames.

Across all five triage categories, the median wait time for treatment was 12 minutes for patients presenting to Townsville HHS emergency departments.

The health service has again recorded one of the best patient-off-stretcher times in the state with 88 per cent of patients transferred from a stretcher within 30 minutes, this is an improvement from 82 per cent in the same quarter last year.

Elective Surgery

The Townsville HHS treated 1,989 elective surgery patients in the June quarter of 2023, compared to 2,110 patients in the previous quarter (January to March 23).

The number of elective surgery patients treated in the June quarter of 2023 is a 1.4 per cent increase in the number treated in the same quarter in 2022.

The Townsville HHS continues to maintain the category one elective surgery waitlist with 875 patients treated last quarter. This is a 3.1 per cent increase in category one patients treated during the same quarter in the previous year.

During the June 2023 quarter, 73 per cent of these category one patients were treated within the clinically recommended time frame.

Townsville University Hospital is the major tertiary hospital and trauma care provider for North Queensland. It performed 1,549 emergency surgeries throughout the June quarter. This is compared to the 1,480 emergency surgeries conducted during the March 2023 quarter.

During the June quarter, the Townsville HHS saw an increase in the number of elective surgery patients treated within the clinically recommended timeframe. Of those treated during the June quarter, 62.9 per cent were treated within the recommended time, compared to 58.3 per cent in the previous quarter.



The Townsville HHS continues to prioritise patients with long waits for care due to the delays on elective surgery caused by COVID-19.

General comments

The Townsville HHS continues to prioritise the most acutely unwell patients as we work through wait lists and manage the high demand on our inpatient capacity and emergency departments.

We continue to work with private providers like the Mater Private Hospital to outsource less urgent surgical procedures to ensure North Queenslanders are still receiving their surgery as soon as possible.

We also have strategies in place to reduce pressure across the health service, such as additional use of hospital in the home, mental health co-responder partnerships with Queensland ambulance and police services and transferring rural patients at Townsville University Hospital back to their homes when clinically appropriate.

The Townsville HHS is actively recruiting staff across its medical, nursing and allied health workforces and is looking for talent in Queensland, interstate and overseas.

Additional information

Hughenden, Richmond and Magnetic Island emergency department data is not included.

ENDS



Holding statement/Talking points

Wide Bay HHS Performance data – April-June 2023

Our Wide Bay Hospital and Health Service (HHS) emergency departments supported 32,563 presentations in the June 2023 quarter - which was an overall 4% increase in presentations compared to the same period in 2022 which represents an additional 1200 people being cared for by our hard-working emergency teams.

Our most urgent life-threatening categories experienced substantial increases – a 65% increase of immediately life-threatening Category 1 patients across our region including a 124% increase at Bundaberg Hospital. Our Wide Bay HHS emergency teams also supported a 20% increase in imminently life-threatening Category 2 patients and a 9% increase in potentially life-threatening Category 3 patients.

Our most critically injured or ill patients are still being seen promptly with 100% of people with immediately life-threatening injuries being seen within the recommended two minutes from arrival at the department.

We acknowledge that in other categories there are times when patients wait past their recommended waiting time, but our overall median waiting time has improved significantly from 36 minutes in the June 2022 quarter to 20 minutes in the June 2023 quarter. This indicates that the majority of our patients were seen within 20 minutes of their arrival.

Any patient who is waiting to be seen by our emergency department team is still being cared for by our triage nurses or a Transfer Initiative Nurse or paramedics.

Elective surgery

Wide Bay HHS treated 1,049 elective surgery patients in the June 2023 quarter, which was an 8.9% increase when compared to the same period in 2022.

The increase in patients requiring elective surgery does impact our waiting lists, yet 68.4% of our elective surgery patients were still treated in their clinically recommended waiting time. This includes the vast majority (81.5%) of our most urgent Category 1 patients being treated within their clinically recommended 30 days. At Bundaberg Hospital 99.6% of our most urgent Category 1 patients were treated within 30 days.

Eighty-eight per cent of patients who were on the elective surgery waiting list on 1 July 2023 were within their clinically recommended waiting times across all categories. The hard work of our staff is resulting in improvements to our waiting lists and we thank them for their ongoing professionalism and dedication to their patients.

Specialist outpatients

Public specialist outpatient clinics across the Wide Bay saw 6,132 patients in the June 2023 quarter. Our specialist outpatient teams, and our private partners are doing fantastic





work ensuring patients have access to specialty services locally. This includes new clinics that have returned to the Wide Bay in the last two years such as urology and rheumatology. This means more patients than ever are accessing a specialist locally.

Not for attribution: Oncology data is not included in the specialist outpatient data on the Wide Bay HHS website, but these clinics do run locally.

ENDS

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RTI Release



Holding statement/Talking points

West Moreton Health Performance data – April-June 2023

Category 1 presentations at Ipswich Hospital increased by 19 per cent in the June quarter, compared with the same period last year, reflecting the steep rise in acuity as the region's population rapidly grows.

Despite this, all category 1 presentations – those in need of emergency lifesaving treatment – were seen in time.

Category 2 presentations to the Ipswich Hospital Emergency Department increased 10.5 per cent year on year. These patients present with imminently life-threatening illness or injury, such as someone who has had a stroke or an epileptic seizure.

Across all five West Moreton Health emergency departments, category 1 and 2 patients increased by 14 and 8 per cent respectively, year on year.

West Moreton Health recorded higher-than-state-average presentations in categories 1-4, reflecting the region's high need for public healthcare due to higher-than-average rates of chronic conditions, such as diabetes and heart disease, and socio-economic disadvantage.

Overall presentations to West Moreton Health emergency departments increased 5.6 per cent (or 1421 presentations) on last year to a total 26,778 presentations. At Ipswich Hospital, there were 20,384 presentations – an increase of 3 per cent.

Despite the above-average acuity and presentations, the median wait time across all five categories was 18 minutes.

Urgent category 1 elective surgeries remained high at 437, which was slightly less than the March quarter's 459 patients.

There were 304 category 2 elective surgeries performed, compared to 288 in the same period last year. Category 3 elective surgeries rose from 141 to 229 in the same period.

Overall, 970 elective surgeries were performed in the June quarter, compared to 834 last year. These increases reflect constraints on surgery in the June 2022 quarter due to COVID-19. They also reflect multiple theatre and patient flow optimisation projects conducted in partnership with Clinical Excellence Queensland that have led to improvements and efficiencies.

Additional information:

The Ripley Satellite Hospital is nearing completion and will open in the second half of the year. The facility will include a Minor Injury and Illness Clinic that will open to patients from 8am until 10pm seven days a week. Providing walk-in urgent care, the clinic will take pressure off the Ipswich Hospital Emergency Department.





Planning is also under way for the 90-bed Ripley sub-acute facility, located next to the Ripley Satellite Hospital, with works expected to start later this year.

Stage 1 of the Ipswich Hospital Expansion is expected to be completed this year with the delivery of the new Mental Health Acute Inpatient Service building.

The tender for the \$710 million Ipswich Hospital Stage 2 Expansion has been announced. BESIX Watpac Pty Ltd will lead construction of the acute clinical services building, which will deliver an additional 200 beds, a new Emergency Department, six additional operating theatres, a satellite medical imaging service and a new central sterilisation service. It is expected to be complete in the second half of 2027.

West Moreton Health worked with Children's Health Queensland to open a cochlear implant telehealth clinic at Ipswich Hospital in May 2023. The clinic saves consumers travelling to QCH for appointments.

In July, Ipswich Hospital opened a six-bed Acute Haemodialysis Unit, which expanded the capacity of the acute service to 72 sessions of haemodialysis each week.

The Jaghu Maternal and Infant Care Program has expanded to include antenatal care. Dedicated midwives now deliver care throughout pregnancy until the baby is six weeks old. The program has also conducted 183 home visits since it launched the service in February.

ENDS

FOR INTERNAL USE ONLY

Author	Approver	Approver
Simone Zenoni Senior Communication Officer, West Moreton Health s.73 26 May 2023	Cang Dang Chief Operating Officer, West Moreton Health s.73 26 May 2023	Hannah Bloch Chief Executive, West Moreton Health s.73 26 May 2023



XX July 2023

Elective surgeries on the rise as hospitals put patients first

- Queensland's public hospitals performed 12 per cent more elective surgeries in the June 2023 quarter than they did in the same period last year
- Category 1 patients accounted for approximately 40 per cent of all elective surgeries performed
- 177,338 patients had their first appointment at a specialist outpatient clinic
- Emergency departments recorded a 1.8 per cent growth in presentations in the June quarter
- 100 per cent of category 1 patients in emergency departments were seen within the clinically recommended time

Health data shows the state's public health system is steadily improving elective surgery wait times, one of five key priorities identified by Health Minister Shannon Fentiman.

Around 36,000 Queenslanders underwent elective surgery in public hospitals in the June quarter – almost 4,000 more than in the same period last year.

Of the 36,321 elective surgeries performed, 14,613 were for category 1 patients, who are the most urgent. There were 8 per cent more category 1 surgeries performed than in the same quarter last year.

Emergency departments across the state are seeing a growing number of patients, with more than 584,400 presentations in the most recent quarter. This represents a 2 per cent increase from the same quarter last year.

Despite a 12 per cent rise in presentations for life-threatening conditions, 100 per cent of category 1 ED patients were seen on time.

More than 177,300 patients had their first specialist outpatient appointments.

Along with elective surgery wait times, the Queensland Government has listed ED pressures, pressures on the ambulance service, women's health, and mental health as priority areas.

Quotes attributable to the Minister for Health, Mental Health and Ambulance Services and Minister for Women Shannon Fentiman:

“Our health system is making improvements but there is still more work to do.

“A 12 per cent increase in the elective surgeries performed is excellent progress.

“Our hospitals are performing more surgeries for specialties including neurology, orthopaedics, gynaecology, ear nose and throat, and ophthalmology.

“The data shows that 78.5 per cent of elective surgery patients were treated on time – a 2 per cent improvement on the March quarter.

“Our EDs recorded over 10,500 more presentations than they did in the same quarter last year.

“This growth is continuing to place a strain on our ambulance service, with patient off stretcher times (POST) at 55 per cent. We are working hard to improve this.

“Our wonderful ED staff and paramedics once again made sure our sickest patients were seen immediately – they saved thousands of lives and I thank them for their tireless efforts.

“I can assure Queenslanders that we are committed to reducing ramping and easing pressures on the health system.

“Our *Putting Patients First* plan is key to achieving this, as it includes several initiatives to improve the flow of patients through hospitals.

“The plan invests \$764 million to keep Queenslanders out of hospital, provide alternatives to emergency departments and supercharge virtual care.

“It is bolstering our frontline health workforce and strengthening the Queensland Ambulance Service.

“And it is delivering more beds and delivering major hospital upgrades and expansions so we can meet the needs of our growing population.”

ENDS

SDLO

From: SDLO
Sent: Tuesday, 1 August 2023 12:23 PM
To: Matthew Rigby; Trish Nielsen; Kyle Fogarty; Miranda Claughton
Cc: DG correspondence
Subject: DG CM PROGRESSED - C-ECTF-23/9515 - CD 2 AUG 2023 - MIN BN - Hospital Performance Website Refresh August 2023

Hi team

The above briefing note has now been progressed to the Director-General via a QAI workflow for INFO ONLY in CM.

Hi Michael, MIN BN from HPSP for your info only. No Action Required. Brief requesting that the Minister NOTE the update on the Hospital Performance Website refresh (Horizon 1) and the proposed website design (Attachment 1), and NOTE the proposed timeline (points 7 and 31) which includes launch of the website prior to any Ministerial announcements. The Minister 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. 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, however due to its age and the platform, it has limited capability to allow extensive revisions to be made within a short timeframe. A soft launch will occur on 3 August to enable teams to resolve any technical issues before 4 August. There is a risk that current time constraints for delivery may impact the number of changes able to be applied within the limited timeframe, and that some of the information published will not be fully understood by consumers, for example, information regarding Tier 3 hospital escalations.

Kind regards
 Claire



Claire Daly

Senior Departmental Liaison Officer

Ministerial and Executive Services, Office of the
 Director-General | Queensland Health

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**QUEENSLAND
 HEALTH VISION**

A world class health system for all Queenslanders



From: [Terri Price](#) on behalf of [Melissa Carter](#)
To: [DL-HSCEs](#)
Cc: [DL-HHS-Generic-Emails-Accounts](#); [Michael Walsh](#); [Melissa Carter](#); [Brenton Simpson](#)
Subject: Updated Performance Website - Tier 3 Escalation
Date: Wednesday, 2 August 2023 3:56:03 PM
Attachments: [image001.png](#)

Good afternoon

There will be an update to the public performance website scheduled for Friday 4 August 2023.

The update will include aggregated Tier 3 escalation data for the June quarter, reported at a facility level on the "Hospital Activity" page:

FACILITY	ACTIVATIONS	Average of DURATION (Hrs:Min)
Cairns Base Hospital	8	39:30
Gladstone Hospital	3	57:11
Rockhampton Hospital	15	48:22
Gold Coast University Hospital	11	54:23
Robina Hospital	11	54:23
Mackay Base Hospital	14	66:24
Caboolture Hospital	13	36:34
Redcliffe Hospital	7	29:53
Royal Brisbane and Women's Hospital	6	34:00
The Prince Charles Hospital	10	43:41
Logan Hospital	3	22:01
Princess Alexandra Hospital	3	22:31
Queen Elizabeth II Hospital	2	22:02
Redland Hospital	2	25:47
Doomadgee Hospital	2	9:02
Mount Isa Base Hospital	8	31:01
Sunshine Coast University Hospital	1	15:00
Townsville University Hospital	13	70:11
Ipswich Hospital	5	36:06
Bundaberg Base Hospital	6	81:37
Hervey Bay Hospital	7	38:43
Queensland Children's Hospital	6	13:10
	156	45:34

The website will have the following supporting information:

The Tier escalation system is designed to support hospital operations and communications and assist in the management of local capacity issues. Average duration is affected by a small number of escalations with long duration (right-tail distribution). Past frequency and duration of Tier 3 escalations is not an indicator of current or future service availability.

Tier escalations are not fully comparable between hospitals as definitions and potential responses are variable.

Tier escalation status changes frequently and is not suitable to guide consumers regarding access to healthcare. Alternative measures of service supply and demand such as presentations, occupancy, and Emergency Department performance are already reported, and should also be considered in the context

of the hospital.

I am wanting to inform you of this change prior to Friday.

If you have any questions, please don't hesitate contacting me.

Kind regards

Mel



Office of the Deputy Director-General
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SDLO

From: QH Update
Sent: Wednesday, 2 August 2023 10:34 AM
To: Michael Walsh
Subject: Launching our new StateWide Management Information System

Having trouble viewing this email? [View Online](#)

QH Update

Melissa Carter

Deputy Director-General
 Healthcare Purchasing and
 System Performance Division



Dear colleagues

I am pleased to announce that the new Statewide Management Information System (SWMIS), called SystemView, is officially launched today to our Hospital and Health Services (HHS). SystemView is being released to Queensland Health users over two tranches as follows:

TRANCHE A

Go-Live 2 August 2023

Cairns and Hinterland HHS
 Townsville HHS
 Children's Health Queensland HHS
 Darling Downs HHS
 Metro South HHS
 Mackay HHS
 West Moreton HHS
 Wide Bay HHS
 North West HHS

TRANCHE B

Go-Live 16 August 2023

Central Queensland HHS
 Metro North HHS
 South West HHS
 Central West HHS
 Sunshine Coast HHS
 Torres and Cape HHS
 Gold Coast HHS
 Department of Health

What does SystemView do?

SystemView combines current operational data in a read-only platform across outpatients, surgery, emergency department, and inpatients from existing source systems into a single place, making it easier to view and understand hospital operations in near real time.

It will bring better visibility, access to reporting capability, and clearer understanding for all HHS roles, including bed capacity reporting, demand forecasting, and analytics for front line clinicians and other key HHS staff. This will allow teams to identify opportunities for system performance improvements and support better patient outcomes.

The existing Legacy Management Information System will continue to be available until each HHS has successfully transitioned to the new SWMIS.

Getting access

If you have been identified as a potential user of SystemView, you will automatically receive a notification with instructions on how to access the new solution on the date it is released to your HHS or business unit (see dates above). If you do not receive a notification as expected, or if you would like access to SystemView, a request can be submitted via the [Queensland Health IT Support Portal](#).

Training and support

All SystemView users will have access to the SystemView Academy, a comprehensive training portal containing role-based training videos and resources.

Application Champions from each HHS have also been selected to support implementation of the new solution by participating in user forums, assisting with user access verification, and consolidating feedback on the SWMIS replacement to ensure staff are supported and confident using the new system.

Our dedication to delivering quality care through a robust healthcare system is reinforced by investing in modernised technology. By leveraging health analytics, we aim to improve operational performance and support positive patient outcomes.

For further information please visit [QHEPS](#) or contact the [SWMIS project team](#).

Kind regards,

Melissa Carter

Deputy Director-General

Healthcare Purchasing and System Performance Division

RTI Release

Queensland Health

Queensland Government
33 Charlotte Street, Brisbane QLD 4000



Queensland
Government

This email was sent by SCB Internal Comms, SCB Internal Comms, 33 Charlotte Street, Brisbane, QLD 4000, Australia to Michael.Walsh@health.qld.gov.au



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SDLO

From: SDLO
Sent: Tuesday, 1 August 2023 12:54 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 am advised by the Department's media team that there is a separate Media Release that has already been drafted in regard to the website update and that this is being finalised in consultation with the Minister's Office following some requested changes.

I will double confirm the bed numbers and come back to you on this.

Kind regards,
 Miranda



Miranda Claughton

Director

Ministerial & Executive Services Unit, Office of the
 Director-General & System Strategy
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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 n@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 Cloughton

Director

Ministerial & Executive Services Unit, Office of the
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Please consider the environment before printing this email.

From: [Melissa Carter](#)
To: [Finn Semple](#)
Cc: [Brenton Simpson](#)
Subject: FW: New data for website
Date: Tuesday, 1 August 2023 1:07:00 PM
Attachments: [20230801 - National Comparison mockup for design input.pdf](#)
[image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)
[MIN BN - Hospital Performance Website Refresh August 2023.docx](#)

Hi Finn, as discussed, below is additional data that we will add to the website and confirming we will make the changes as requested.

I have also attached the brief (not yet cleared), noting the changes/data points to the website:

1. Trend data in a pictorial representation (replicated same as elective surgery)
2. AIHW interjurisdictional comparison
3. QAS code 1A and link to QAS website
4. Monthly POST data
5. Long stay patient trends
6. Tier 3 escalation data per hospital (for those reported)

Thanks

Mel

Queensland Government



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

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campaign image



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From: Brenton Simpson s.73 @health.qld.gov.au>
Sent: Tuesday, 1 August 2023 12:16 PM
To: Melissa Carter s.73 @health.qld.gov.au>
Cc: Anita Rayner s.73 @health.qld.gov.au>
Subject: New data for website

Hi Mel,

As discussed, please see below/ attached

1 – National comparison on homepage (PDF attached mock up) **note:** design team will clean this up and ensure it's presented matching QH style etc

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

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Brenton Simpson MBA

Acting Senior Director

System Performance Branch

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Working hours Monday to Friday

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RTI Release

Queensland Health
MINISTERIAL BRIEFING NOTE

C-ECTF-23/9515
 HPSP

SUBJECT: Hospital Performance Website Refresh August 2023

<input type="checkbox"/> Approved <input type="checkbox"/> Not approved <input type="checkbox"/> Noted <input type="checkbox"/> Further information required (see comments)	Signed..... Date...../...../..... Hon Shannon Fentiman MP, Minister for Health, Mental Health and Ambulance Services and Minister for Women Comments:
--	---

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—Hospital Performance health.qld.gov.au—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 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

Queensland Health
MINISTERIAL BRIEFING NOTE

C-ECTF-23/9515
 HPSP

- 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
- 9.5 State-wide Long stay patient trends by quarter will be published for last two financial years.
- 9.6 Trend data for SOPD and pictorial representation of information (consistent with reporting for elective surgery).
- 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.

Formatted: Superscript

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 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 Queensland Ambulance Service 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.

Queensland Health
MINISTERIAL BRIEFING NOTE

C-ECTF-23/9515
 HPSP

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, e.g., 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 9:00pm 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: [REDACTED] Tel No: s.73 [REDACTED] Email address: Anita.rayner@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 [REDACTED] Email address: brenton.simpson@health.qld.gov.au Date Cleared: 31 July 2023 <i>*Note clearance contact is also key contact for brief queries*</i></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 [REDACTED] Email address: melissa.carter@health.qld.gov.au Date Verified: July 2023</p>	<p>Director-General Endorsement Name: Michael Walsh Signed Date/...../.....</p>
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Jun '23 quarter View all Jun '23 quarter View all Jun '23 quarter View all

- Inpatient Admissions
- Emergency Departments
- Specialist Outpatient
- Elective Surgery

2021-22 National Comparisons

Emergency				Elective Surgery		Inpatients		
Median Wait time to be seen (mins)	Seen in time	% of episodes of care completed within 4 hours	% of patients requiring inpatient admission completed within 4 hours	% of treated patients who waited longer than 365 days	Treated in Time	Public Hospital Separations (Average Year on Year growth in public hospital separations over last 5 years (between 2017-18 and 2021-22))	Average Length of Stay when excluding same day separations (days)	Average public cost weights for acute separations in public acute hospitals
NSW 14	NSW 77%	WA 64.6%	SA 39.1%	QLD 3.3%	QLD 85%	TAS 22.2%	QLD 5.0	NT 0.59
QLD 18	QLD 68%	NSW 64.2%	QLD 39.0%	VIC 4.7%	NSW 83%	QLD 15.7%	NT 5.4	QLD 0.96
VIC 22	VIC 63%	QLD 61.4%	VIC 36.9%	WA 4.9%	WA 81%	SA 5.9%	WA 5.5	VIC 0.96
SA 26	NT 57%	NT 58.8%	WA 34.0%	ACT 5.8%	VIC 80%	ACT 4.3%	VIC 5.8	TAS 1.02
NT 29	SA 55%	SA 57.6%	ACT 33.0%	SA 6.2%	ACT 78%	WA 2.7%	SA 6.1	SA 1.07
TAS 31	TAS 53%	VIC 55.3%	NSW 28.7%	NT 7.2%	SA 76%	NT 2.6%	ACT 6.3	ACT 1.08
WA 40	WA 50%	TAS 55.2%	NT 27.4%	NSW 9.6%	NT 68%	VIC -1.8%	TAS 6.5	WA 1.12
ACT 47	ACT 48%	ACT 52.4%	TAS 24.5%	TAS 12.0%	TAS 57%	NSW -4.9%	NSW 6.6	NSW 1.17

[View all statewide data](#)

Find health performance information

Hospital and Health Service

Access information relating to this Hospital and Health Service as a whole

Select a HHS

Hospitals

Access information relating to this Hospital and Health Service as a whole

Select a Hospital



HHS statewide information

Find the latest Oral Health, BreastScreen, Immunisation and Nurse-to-patient ratios data

A-Z list of hospitals by HHS

Browse for a reporting hospital by district

Related links


- [MyHospitals](#)
- [Inform My Care](#)

From: [Melissa Carter](#)
To: [Finn Semple](#)
Cc: [Brenton Simpson](#)
Subject: RE: New data for website
Date: Tuesday, 1 August 2023 1:31:00 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)

Hi Finn, we can update the measure, we have the data.

RE the number of hospitals, those included are all that have reported a tier 3 escalation. My understanding is that there aren't others that report this data (23 facilities included below)

Thanks
Mel

	<p>Melissa Carter Deputy Director-General, Healthcare Purchasing and System Performance Office of the DDG HPSP, Healthcare Purchasing and System Performance Queensland Health</p>	<p>P (07) s.73 E s.73@health.qld.gov.au W health.qld.gov.au A Level 14, 33 Charlotte Street, Brisbane</p>
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campaign image

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

From: Finn Semple s.73@ministerial.qld.gov.au>
Sent: Tuesday, 1 August 2023 1:14 PM
To: Melissa Carter s.73@health.qld.gov.au>
Cc: Brenton Simpson s.73@health.qld.gov.au>
Subject: RE: New data for website

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 Mel,

Can we please have total escalations by Qtr, rather than average number per day?

Also – is this data only available for Top 26? Or can it be expanded to all 104?

Thanks
Finn

From: Melissa Carter <s.73@health.qld.gov.au>
Sent: Tuesday, August 1, 2023 1:07 PM
To: Finn Semple s.73@ministerial.qld.gov.au>
Cc: Brenton Simpson s.73@health.qld.gov.au>
Subject: FW: New data for website

Hi Finn, as discussed, below is additional data that we will add to the website and confirming we will make the changes as requested.

I have also attached the brief (not yet cleared), noting the changes/data points to the website:

1. Trend data in a pictorial representation (replicated same as elective surgery)
2. AIHW interjurisdictional comparison
3. QAS code 1A and link to QAS website
4. Monthly POST data
5. Long stay patient trends
6. Tier 3 escalation data per hospital (for those reported)

Thanks
Mel



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

From: Brenton Simpson s.73@health.qld.gov.au>
Sent: Tuesday, 1 August 2023 12:16 PM
To: Melissa Carter <s.73@health.qld.gov.au>
Cc: Anita Rayner <s.73@health.qld.gov.au>
Subject: New data for website

Hi Mel,

As discussed, please see below/ attached

1 – National comparison on homepage (PDF attached mock up) **note:** design team will clean this up and ensure it’s presented matching QH style etc