

System Performance Reporting (SPR) user authorisation

Department of Health Policy

QH-POL-433

1. Statement

This document details the security policy for granting, managing and auditing user access to the Queensland Health (QH) System Performance Reporting portal (SPR).

Access to SPR is to be:

1. granted to users needing QH business intelligence information, as part of their position and responsibilities within QH;
2. only granted to users to facilitate improved decision making in regard to the best use of QH resources without disadvantage to other QH entities;
3. managed by the System Performance Branch; and
4. audited on a yearly basis by the System Performance Branch in consultation with the Hospital and Health Services (HHSs) and Divisions of the Department of Health (DoH).

SPR access is requested by:

- QH requestors (who have QH AD/Novell account): via SPR online access form
- Requestors external to QH (e.g. Mater Health Service, Queensland Ambulance Service, Queensland Audit Office etc.): via Excel based access form (to be printed and signed by hand or to be saved as PDF and electronically signed)

2. Purpose

Intention of this policy is to:

- set guidelines and provide a uniform approach for granting, managing and auditing user access to the QH business intelligence information within SPR; and
- reduce the risk of misuse of confidential information accessible within SPR.

3. Scope

This policy applies to all employees, contractors and consultants within the Department of Health divisions and commercialised business units; and all entities acting as its agent.

3.1. SPR access responsibilities

Responsibilities associated with SPR are as follows:

- Users – not to misuse the confidential information they can access in SPR (refer to 5.5 Appropriate use of official information), including not using SPR information to disadvantage another QH entity;
- HHSs – Health Service Chief Executives (HSCEs), HHS Chief Finance Officers (CFOs) and HHS line managers to approve SPR access for their staff as specified below in the Access Approval Matrix – HSCEs can approve alternative arrangements by notifying DDG Healthcare Purchasing and System Performance;
- DoH – Director and Senior Director (or above) to approve SPR access for their staff as specified below in the Access Approval Matrix;
- Senior Director, System Performance Branch – is responsible for the implementation and maintenance of mechanisms which facilitate an annual state-wide audit of all SPR users and the review of this policy every four years.

4. Principles

One of the key drivers behind the creation of SPR is to allow greater transparency of data, allow benchmarking of performance and identify best practice in order to improve performance. For the majority of dashboards, this means that users have state-wide and all HHS access to non-identifiable data.

Users are only granted access to SPR where it is deemed necessary in the performance of their position duties and responsibilities and when all required approvals have been given.

Some dashboards and functions contain additional features allowing access to identifiable data or data which is commercial-in-confidence. Access to these features requires additional approvals as shown in the matrix below. The approval matrix may be amended, as required, when new features are added to SPR.

5. Requirements

5.1. Access Approval Matrix

Level of Access Required	Approver	Additional Approver
Standard	HHS: Line Manager DOH: Director or above	Director, System Performance Branch or above
Patient Level Data	HHS: Health Service Chief Executive DOH: Senior Director or above	Senior Director, System Performance Branch
Healthcare Purchasing Models <small>(Note: Applicants must provide justification for request.)</small>	HHS: Health Service Chief Executive or Health Service Chief Finance Officer DOH: Senior Director or above	Director, Healthcare Purchasing and Funding Branch or above
Other/generic protected data e.g. Oral Health, Surgery Connect	HHS: Health Service Chief Executive or Health Service Chief Finance Officer DOH: Senior Director or above	Data Custodian approval when required
SPR Explore	HHS: Health Service Chief Executive	Senior Director, System Performance Branch

5.2. Audit requirements

The System Performance Branch, HPSP at least once a year will:

1. Deactivate SPR user accounts who are no longer with the organisation (QH AD/Novell account removed or disabled).
2. Deactivate SPR user accounts who have not used / logged in to SPR for more than 12 months. Where users subsequently need their access reinstated, a new request must be submitted.
3. Provide each HHS/Division with SPR Users Audit Report listing current/relevant users for the purpose of verifying that the access for each user is still required. The verification for each access level will be performed by the respective approvers listed in the Access Approval Matrix above.
4. SPR team to disable access for users who are no longer eligible for access to SPR after the audit.

5.3. SPR user passwords

Internal users access SPR with their eHealth managed Active Directory login and are subject to the password policy for the use of that account. SPR users are reminded:

- to never share a computer account;
- to never share a password with anyone;

- to change passwords whenever there is suspicion they may have been compromised;
- to log off before leaving a computer unattended; and

SPR information is confidential and access credentials to SPR are not to be shared with anyone else.

5.4. Appropriate use of official information

Section 4.4 of the Code of Conduct for the Queensland Public Service states that users of information are to:

- treat official information with care and use it only for the purpose for which it was collected or authorised;
- store official information securely, and limit access to those persons requiring it for legitimate purposes; and
- not use confidential or privileged information to further personal interests.

Failure to comply with the Code of Conduct may result in disciplinary action.

6. Human rights

Human rights are not engaged by this policy.

7. Legislation

- *Information Privacy Act 2009*
- *Hospital and Health Boards Act 2011 (Part 7)*
- Information Security, Mandatory Training (for Department of Health employees)

8. Definitions

Term	Definition
CFO	Chief Finance Officer
DoH	Department of Health
HHS	Hospital and Health Service
HPSP	Healthcare Purchasing and System Performance
HSCE	Health Service Chief Executive
QH	Queensland Health
SPR	System Performance Reporting

9. Approval and implementation

Policy Custodian	Policy Contact Details	Approval Date	Approver
Senior Director, System Performance Branch	SysPerfBranch@health.qld.gov.au	10 November 2023	Deputy Director- General, HPSP

Version control

Version	Date	Comments
Version 1	5 September 2016	
Version 2	10 November 2023	
