1. Requirement to notify the Department of Health

The Patient Safety Health Service Directive states Hospital and Health Services (HHSs) must comply with and report to the Department in accordance with the Guideline for Clinical Services Capability Framework (CSCF). Please refer to the Guideline for the reporting requirements.

The CSCF levels for each facility in Queensland are published on Queensland Health’s publicly accessible internet.

Where patient safety and the funding of services are directly linked to CSCF levels, the Department may seek to verify a change of CSCF service level (for example, through a review of the service).

2. Notification process

HHS Chief Executives are accountable for attesting to the accuracy of information contained in a CSCF service level change notification to the Department. Attesting to the accuracy of information includes confirmation that consultation has occurred with stakeholders (where relevant) about changes, and a consultation register recording the date, stakeholder and feedback provided by the stakeholder has been established and maintained at the facility level.

For a change to a CSCF level that is not permanent the process is outlined at Item 3.

For a permanent change (including the cessation of a service) to a CSCF level the process is outlined at Item 4.

The Chief Executive of the HHS notifying the Department must approve the change by signing the relevant notification form (the forms are linked below).

When the review process has been completed, HHSs email their CSCF service level change notification to the Department through Patient Safety and Quality (PSQ) at the following email address: cscf@health.qld.gov.au

3. The notification process for a temporary change

- **Step 1**: Download and complete the Temporary CSCF Change Notification Form.
- **Step 2**: To assist completing this form, please refer to the service modules and Fundamentals of the Framework. These documents outline the clinical service requirements for each CSCF level.
- **Step 3**: The Chief Executive of the HHS signs the completed temporary CSCF change notification form.

Please email a copy of the completed form to: cscf@health.qld.gov.au for review by the Department.

Where the change period is longer than three months (but not permanent), complete the temporary CSCF change notification form every three months after the initial three-month period (until the change period ends)
Tips for completing the Temporary Change Notification Form:

- Identify potential impacts including community impacts and engage key stakeholders affected by the temporary change. A risk mitigation strategy may be required where some services can continue but not all services (for example, the transfer of particular patients to another facility). Communicate the change to key stakeholders and the community (where relevant).

Please complete this form in advance of the implementation of the change (where possible).

This information will be onforwarded to the Office of the Director-General, Queensland Health for noting.

4. The notification process for permanent changes

For permanent changes:

- **Step 1**: For CSCF level changes to services, please refer to the following resources which support HHSS to consult about the changes with consumers and clinicians.
  - Maternity Services - [Queensland Rural and Remote Maternity Services Planning Framework](https://clinical.excellence.qld.gov.au) | Clinical Excellence Queensland
  - All other services - [Guide to engagement and consultation on clinical service review](https://health.qld.gov.au) | Queensland Health

- **Step 2**: The HHS CSCF Coordinator identifies relevant facilities to be included in the self-assessment.

- **Step 3**: The HHS CSCF Coordinator requests the person responsible for CSCF self-assessments at each relevant facility download and complete the [Proposed Permanent CSCF Change Notification Form (facilities)](https://cscf.health.qld.gov.au). The coordinator may wish to provide the previous self-assessment to the facility as a reference.

- **Step 4**: Refer to the service modules and Fundamentals of the Framework. These documents outline the clinical service requirements for each CSCF level.

- **Step 5**: The HHS CSCF Coordinator at this point should download and complete the [Proposed Permanent CSCF Change Notification Form (HHS)](https://cscf.health.qld.gov.au) using the facility summaries.

- **Step 6**: The Chief Executive (of the HHS) signs the proposed permanent change CSCF notification form (HHS) and the facilities sign their individual notification forms.

- **Step 7**: Please email a copy of the completed form for the HHS and the individual facility forms, there will be one for each participating facility, to the Department for review: cscf@health.qld.gov.au

When the forms reach the Department, the content is reconciled by Patient Safety and Quality (PSQ) against the minimum requirements of the CSCF in collaboration with relevant internal stakeholders and clinical networks.

As part of the Department’s review the System Planning Branch reviews self-assessments from a planning perspective and the Contract Management and Performance Branch review the self-assessment in contractual terms. The clinical networks conduct a final review.

Once the steps above have been completed, PSQ collates and returns feedback (if any) to the HHS. Once feedback has been finalised, the HHS submits its completed self-assessment.

PSQ will publish the changes on the [Department’s publicly accessible web page](https://health.qld.gov.au) and notify Statistical Services Branch to update the Corporate Reference Data System.
Tips for completing the permanent change notification forms:

- Where a facility provides the majority of, but not all of the clinical services required, as identified in the relevant service module, a risk mitigation strategy must be identified and described in the notification form. For example, a requirement to have a specialist doctor on-site 24/7, if this is not possible, the risk mitigation may be satisfied if a specialist doctor is on call to attend 24/7.
- Please note: a change in one CSCF level may trigger a change in another CSCF level. When increasing a CSCF level (for example, surgical from level 3 to level 4), other clinical capabilities such as medication may require an increase in services. The facility must identify and cater for the triggered changes by referring to the service modules.

5. Maternity services

Since June 2019, approval from the Minister for Health and Ambulance Services is required for all Queensland Health facilities that provide rural maternity services, please refer to the Process for Ministerial approval for maternity services changes

6. Further information

For more information contact:

Patient Safety and Quality
Clinical Excellence Queensland
Department of Health

cscf@health.qld.gov.au