



Road map to 2020 The first three years of delivering Destination 2030

Our Destination 2030: Great Care for Central Queenslanders strategy will shape the future of healthcare across our region, and support our aim for Central Queenslanders to be amongst the healthiest in the world. This road map to 2020 sets out the first three years of that journey and the progress we will make towards our vision of Great Care for Central Queenslanders.



2018/2019

We will deliver significant infrastructure investment and we will start the first phase of our digital revolution.

We will deliver:

- The initial phases of the Clinical Services Master Plan with CQ-wide clinical networks for cardiology, mental health and surgical services (including urology and ophthalmology)
- Standardised Quality and Safety processes in rural and regional areas
- An IT infrastructure review to assess readiness for service-wide ieMR
- A digital first strategy to transform our services providing digital access to patients, consumers, staff and partners
- A hospital avoidance plan for facilities across CQ to support patients to avoid unnecessary hospital admission and receive care closer to home, including an ambulatory services strategy
- A CQ Health Closing the Gap strategy to address the 12 year life expectancy gap for Indigenous Central Queenslanders
- Real time patient experience capability to support continuous quality improvement
- Partnership agreements to deliver the "talent pipeline" process to grow our own staff.
- A pathway from school to employment for local talented indigenous youth
- An expanded 10,000 Lives program to include obesity, supporting further improvements in the health of Central Queenslanders
- A plan to deliver expanded research and education facilities and capability at Rockhampton, Biloela, Emerald and Gladstone
- A strategy to significantly expand health education in Central Queensland with our education partners
- Key infrastructure development including Gladstone ED, Rockhampton Hospital car park and step-up step-down
- A review of partner agencies capability to partner CQ Health to deliver Destination 2030 Closing the Gap targets
- An aged care master plan
- A choose wisely program to reduce unnecessary diagnostic tests to improve experience
- Further improvements in staff stability and experience through a program to develop leadership and embed core values
- An updated mental health strategy for 2030 improving access to services

2019/2020

We will embed our patients and consumers at the heart of how we design, deliver and improve our health services across Central Queensland.

We will deliver:

- A university hospital strategy including significantly expanded medical school model in Central Queensland with the support of a university partner
- Review and consultation of the Clinical Services Master Plan for 2020-2025
- The first of our sub-specialist services at the hybrid theatre in Rockhampton Hospital
- The first stage of our ieMR digital health service implementation plan in partnership with Queensland Health
- Investment partners and opportunities to begin development of ambulatory infrastructure to deliver alternate treatment spaces for procedures that do not require a surgical theatre
- Patient experience and patient-centred care processes embedded in service planning and strategic direction
- Continued development of clinical networks and progressively implement standardised quality and safety processes and requirements
- Continued embedding values at the workplace through the recognition and celebration of successes
- "Grow your own" options to improve the ability to deliver the right people in the right place at the right time with a pipeline for career opportunities
- Expand the 10,000 Lives program to include alcohol consumption, identifying and collaboration with appropriate champion partners to support the health and wellbeing strategy
- Research and education partners to begin delivering the research and education infrastructure development plan
- The state-of-the-art Gladstone Emergency Department to transform emergency care in Gladstone
- Health Research Foundation in partnership with our university partners
- One of the best staff experiences in Queensland for regional health services
- Our Indigenous Health diabetes and wider screening programs to significantly improve access, diagnosis and regular testing
- Completion of the first 3 years of our strategy to improve the productivity and sustainability of health services
- Further quality and safety improvements by embedding the new National Standards framework

2020: Our first milestone

Patients and consumers will be at the heart of how CQ Health designs and delivers our services. We have:

- Achieved one of the best staff experiences in Queensland for regional health services
- Delivered more than \$110m capital investment
- Implemented health pathways in partnership with General Practitioners across Central Queensland
- Established the first stage of our sub-specialist hospital services
- Commenced the first element of our 10 year health and wellbeing strategy with the launch of our 10,000 lives program
- Closed the gap in Indigenous life expectancy by two years

2030 delivering Great Care

By 2030 CQ Health is delivering Great Care for Central Queenslanders. We have:

- electronic medical records available anywhere, anytime
- services designed and delivered around consumer needs
- care closer to home delivering 10,000 fewer patient journeys
- best place for health staff to work in Queensland
- consumer experience amongst the best in Australia
- partnerships that improve life expectancy
- closed the gap in indigenous life expectancy
- excelled in translating research into action
- become a State leader in transforming care through out-of-hospital and allied health services

2017/2018

We will connect health services across Central Queensland with a CQ-wide Clinical Services Master Plan enabling care closer to home and supporting our aim to close the indigenous health gap.

We will deliver:

- Health pathways with Public Health Networks and General Practitioners to deliver coordinated and seamless care
- Expanded specialty outpatient services at Gladstone Hospital and orthopaedic day surgery
- A renal services strategy including home dialysis in rural areas
- Rural Generalist Program to stabilise the medical workforce in Biloela
- 2000 additional Telehealth appointments
- Chronic care management to the Gemfields delivering care closer to home
- The first works on our \$110m capital infrastructure program
- A partnership with Princess Alexandra Hospital to deliver a stable urology service in Central Queensland from 2018/19
- Improved recruitment functions and enhanced diversity and inclusion of our workforce
- Our program to save 10,000 lives from smoking related illnesses by 2030, including support for Aboriginal and Torres Strait Islander people
- A CQ-wide Clinical Senate to help shape the future of health services across CQ
- A CQ-wide Clinical Council and develop Clinical Networks to begin developing our clinical services master plan
- Research program to enhance research capability and capacity
- A five year financial strategy to deliver improved productivity, stability and sustainability
- A program to increase indigenous health checks, improve diagnosis and access, and provide culturally safe spaces
- Update the Consumer and Community, and Clinician engagement strategies to reflect the vision of Destination 2030
- Implement the zero suicide program to address the rate of suicide in CQ

Our vision **Great Care for Central Queenslanders**

Our mission **Great people, delivering quality care and improving health**



Our values **Care Integrity Respect Commitment**

- We will deliver
- Digital revolution
 - Care closer to home
 - Shaping the future of healthcare
 - Improving the health of indigenous communities

