

Friday, 20 May 2022

20/05/2022 7:30 am
Morning! Just checking in whether any update on publishing?

Miranda Cloughton 20/05/2022 7:35 am
hey! good timing as I went into the MO late yesterday to get an update. Advice was that they have asked for some additional advice from MSHHS and looking unlikely publishing with be today. I asked if there was any chance it would be next week and it couldnt be confirmed
will be^

20/05/2022 7:36 am
No probs, shall continue to sit tight 😊 1

Miranda Cloughton 20/05/2022 9:20 am
hey quick question, when you send the email with the performance data to us and news with a cc to HPSP is that the first time they will have seen your data? I'm assuming it is but just want to confirm

20/05/2022 10:55 am
HPSP receive a copy of the draft mockups (for ED, ES and SO) as part of the review/clearance process undertaken prior to submission for MO consideration.

Miranda Cloughton 20/05/2022 11:06 am
ok, approx how many days is that before we get it?

Type a new message

Miranda Cloughton Chat Files Organization Activity +



Miranda Cloughton 20/05/2022 11:06 am
ok, approx how many days is that before we get it?

20/05/2022 11:12 am
This is actioned at officer/unit level, so will have to enquire with the team. Will get back to you asap

Miranda Cloughton 20/05/2022 11:14 am
awesome, thank you 😊

20/05/2022 11:28 am
So it can vary, but HPSP usually see it as soon as it is ready. The team will send to HPSP directly, HPSP get back to the team saying they match our figures, then the team email the mockups to us (via HIU mailbox) for on forwarding to you/Media (including HPSP so they know it's been submitted) for MO consideration.

Does that make sense? Happy to chat if easier 😊

Miranda Cloughton 20/05/2022 2:35 pm
yeah it does. It is interesting that they come back to say they match your figures given the issues we have had with the data not matching lol

Wednesday, 25 May 2022

25/05/2022 1:36 pm
Hey, any update on publishing performance data?

Type a new message



Miranda Cloughton Chat Files Organization Activity +



Wednesday, 25 May 2022

25/05/2022 1:36 pm
Hey, any update on publishing performance data?

Miranda Cloughton 25/05/2022 1:37 pm 🤔 1
haha you read my mind, I was just about to message you!

25/05/2022 1:38 pm 🙌 1
word is that it could be tomorrow afternoon but of course will let you know when we hear for sure

Thursday, 26 May 2022

Miranda Cloughton 26/05/2022 8:36 am
i thought the data took like 2 hours to load lol

26/05/2022 8:37 am
I know, I was like hey this looks bad haha. Reason is the team got a head start this morning - completing all the activities behind the scene.

Miranda Cloughton 26/05/2022 8:38 am
maybe tell them for future not to do that lol the MO wanted it going live at 10

26/05/2022 8:39 am 🙌 1
Ahhh OK, will give them a heads up for future.

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26/05/2022 8:39 am 👍 1
Ahhh OK, will give them a heads up for future.

Miranda Cloughton 26/05/2022 8:39 am 👍 1
either that or in future we will assume it only takes 30 minutes to load
is some of it still yet to update as I'm just looking at hospital activity and it is still at last year info

26/05/2022 8:47 am
It is updated, 4 of us have tested at our end.



Type a new message



Miranda Cloughton Chat Files Organization Activity +



It is updated, 4 of us have tested at our end.

Queensland Reporting Hospitals
Secondary Surgery

Emergency Care | Elderly Surgery | Inpatient Care | Specialist Services | Planned Surgery | Home Care

Queensland Reporting Hospitals Secondary Surgery

Queensland Reporting Hospitals Secondary Surgery

Queensland Reporting Hospitals Secondary Surgery

Reporting Hospital	January 2022	February 2022	March 2022	Total
All Queensland Reporting Hospitals	1,100	1,200	1,300	3,600
Queensland Reporting Hospitals	1,000	1,100	1,200	3,300
Queensland Reporting Hospitals	1,000	1,100	1,200	3,300

Queensland Reporting Hospitals
Cancer Surgery

Emergency Care | Elderly Surgery | Inpatient Care | Specialist Services | Planned Surgery | Home Care

Queensland Reporting Hospitals Cancer Surgery

Queensland Reporting Hospitals Cancer Surgery

Queensland Reporting Hospitals Cancer Surgery

Reporting Hospital	January 2022	February 2022	March 2022	Total
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Type a new message



RTI Release

Miranda Cloughton 26/05/2022 8:49 am



so is that bit meant to be 2021?

26/05/2022 8:53 am
I believe that is Hlth Stats data, let me confirm with Will and get back to you

Miranda Cloughton 26/05/2022 8:55 am
maybe also check the Quarter elective surgery info by surgical specialty as well. It is the bottom table on the elective surgery page is also has 2021 data

Miranda Cloughton 26/05/2022 9:13 am
FYI apparently some of the data was live at 7:45 when publishing wasn't meant to start until 8

Type a new message

Miranda Cloughton Chat Files Organization Activity +



Miranda Cloughton 26/05/2022 9:13 am

FYI apparently some of the data was live at 7:45 when publishing wasn't meant to start until 8

26/05/2022 9:14 am



OK, that's news to me. I'll follow up

26/05/2022 9:30 am

In response to Hospital Activity tab, we receive (from SSB) the Inpatient Hospital Activity data the last week before the end of the second month following a quarter. So, we should get it today or tomorrow.

In response to Surgery Connect table, we received the last three quarters' Surgery Connect data this week and try to keep each quarter there for a day or so, otherwise we might get questions on why we never published a specific quarter. Will be no dramas to publish March quarter this morning.

Miranda Cloughton 26/05/2022 9:32 am



ok thanks for the info. Perhaps we could get a bit of an overview document that outlines who provides what data and what the publishing sequence is?

26/05/2022 9:39 am

Also, yes some data was published from 7.45am, I clarified this was to commence from 8am. The team advised they need to allow time for prep activities and troubleshooting (as it may take longer, subject to the issue at hand), whilst being mindful the request was for all data to be live by 9.30am. The team had good intentions to ensure we met the timeframe, however, I have reiterated in future that we need to follow the instructions as provided by SDLO/MO.

Miranda Cloughton 26/05/2022 9:40 am

Type a new message



Miranda Cloughton Chat Files Organization Activity +



Miranda Cloughton 26/05/2022 9:40 am
ok thanks. yeah it was by 10 not by 9:30 so not sure where they got that from

26/05/2022 9:40 am
I'll speak to the team about developing a overview document to assist with clarifying the data, who provides, timing, etc.

Miranda Cloughton 26/05/2022 9:41 am 🙌 1
thanks that would be awesome, i'll send a formal request so it doesnt get lost

26/05/2022 9:41 am
Sorry - you mentioned 9:30am to me yesterday.

Miranda Cloughton 26/05/2022 9:41 am 🙌 1
all good. there were time changes as it progressed so it got a bit messy

26/05/2022 9:42 am
If possible, could we please request a confirmation email also so that way there is no confusion between teams 😊

Miranda Cloughton 26/05/2022 9:43 am
a confirmation email for publishing going forward or are you meaning something else?

26/05/2022 9:43 am
Confirmation email for publishing

Type a new message



Miranda Cloughton Chat Files Organization Activity +



26/05/2022 9:43 am
Confirmation email for publishing

Miranda Cloughton 26/05/2022 9:44 am
oh yeah no probs. i'm going to do up a bit of a manual for use going forward and will send to you guys for review 1

26/05/2022 9:44 am
FYI, surgery connect data for march is now live 1

26/05/2022 3:20 pm
Looks as Q2 would've been provided by QAS - we redirected to them. Have attached copy of email to help with searching. Let me know if they responded, if not I can follow up our team.
 FW URGENT MO REQUEST POST data (P...

Hence why neither of us can find it haha.

Miranda Cloughton 26/05/2022 3:22 pm
yeah i found that email, nothing back from them lol will keep searching though - thanks!

26/05/2022 3:22 pm
Oh that's odd. I wonder if they changed the subject line, annoys me when peeps do that, so hard for tracking!!!

Miranda Cloughton 26/05/2022 3:23 pm

Type a new message



Miranda Cloughton Chat Files Organization Activity +



[REDACTED]

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Miranda Cloughton 26/05/2022 3:23 pm

plus our emails boxes are so big the search doesnt always work

26/05/2022 4:09 pm

Just on another call, sorry,

Miranda Cloughton 26/05/2022 4:10 pm

no probs

26/05/2022 4:45 pm

Just sent you an email with POST data.

Miranda Cloughton 26/05/2022 4:48 pm

legend!



1

No worries No problem I try

Type a new message



HIU

From: HIU
Sent: Wednesday, 25 May 2022 4:58 PM
To: HAAT; William Van Heerden
Cc: Lee Boyce
Subject: HEADS UP: March 2022 Quarter data - anticipate publishing tomorrow AM, 26/05

Importance: High

Hi all,

Just a heads up SDLO just called advising publishing of performance data is likely required by 9:30am tomorrow, 26/05.

SDLO understand we require a few hours to complete and are trying to obtain Minister's Office approval tonight. I have given them my mobile number ([REDACTED]) to confirm ASAP.

Once I receive confirmation via call/text, I'll email to advise and contact Will (via mobile) in preparation of the morning's activities to meet the timeframe.

Happy to chat if you have any questions or concerns.

Thanks, Em

Emma Lawson – via MS Teams (preferred) [REDACTED]

Karen Munro – via MS Teams (preferred)

Address: Level 2, 15 Butterfield St, Herston, QLD 4006

Email: [REDACTED]@health.qld.gov.au

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 Healthcare Improvement Unit



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DOH DISCLOSURE LOG



iMessage
Wed, 25 May, 7:32 pm

Hi Will, it's Emma. I tried to call and leave a message but it cut out, sorry! SDLO have confirmed we can commence publishing from 8am tomorrow (26/05). They have requested we confirm when publishing commences and upon completion. I'll call you at 8am to check in and liaise with SDLO as needed. Any questions, please don't hesitate to call. Thanks, Emma

Thanks Emma. Sorry that I missed your call. All good. Will start at 8am 😊

All good, thanks again and sorry to call/text after hours!

Read 25/5/2022

No probs at all

Fri, 27 May, 9:45 pm



iMessage



Teams Messages

[25/05/2022 12:17 pm] John Gomes

btw Lee Boyce we received the QAS POST data from Matt yesterday...he has also cc:d SPB TECH and Paul Deward....so we don't even have to forward it to them...which is good

like 2

[25/05/2022 1:35 pm] John Gomes

we still have not updated the hosp performance website with Q_MAR2022 data...still Q_DEC2021 on there....have you heard anything about it Lee Boyce

RTI Release

DOH DISCLOSURE LOG

HIU

From: HIU
Sent: Wednesday, 25 May 2022 7:37 PM
To: HAAT; William Van Heerden
Cc: Lee Boyce; John Gomes
Subject: UPDATE: March 2022 Quarter data - anticipate publishing tomorrow AM, 26/05

Importance: High

Hi all,

Further to my email below, SDLO have confirmed we can commence publishing from 8am tomorrow, 26/05.

They have requested we confirm when publishing commences and upon completion.

HAAT/Lee—I have contacted Will to confirm tomorrow's arrangements.

Will—I will call you at 8am (as agreed) to confirm commencement and liaise with SDLO and Matt Rigby (ODG) as needed.

Thanks, Em

From: HIU
Sent: Wednesday, 25 May 2022 4:58 PM
To: HAAT [REDACTED]@health.qld.gov.au>; William Van Heerden [REDACTED]@health.qld.gov.au>
Cc: Lee Boyce [REDACTED]@health.qld.gov.au>
Subject: HEADS UP: March 2022 Quarter data - anticipate publishing tomorrow AM, 26/05
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Once I receive confirmation via call/text, I'll email to advise and contact Will (via mobile) in preparation of the morning's activities to meet the timeframe.

Happy to chat if you have any questions or concerns.

Thanks, Em

Emma Lawson – via MS Teams (preferred) [REDACTED]
 Karen Munro – via MS Teams (preferred)

Address: Level 2, 15 Butterfield St, Herston, QLD 4006
Email: [REDACTED]@health.qld.gov.au

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RTI Release

DOH DISCLOSURE LOG

From: [William Van Heerden](#)
To: [HIU](#)
Subject: FW: AIS performance data - March quarter 2022
Date: Thursday, 26 May 2022 11:39:34 AM
Attachments: [Beds_as_at_Mar2022.xlsx](#)
[HospitalActivityData.csv](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)
[image008.png](#)
[image009.png](#)

Hi Em

Received Inpatient Hospital Activity in email below 15 minutes ago and it should be good on Live e.g. [Gold Coast](#)

Bed numbers by tomorrow because they are part of intro and have to open each hospital page to compare

Cheers

Will

From: Vesna Dunne [redacted]@health.qld.gov.au>
Sent: Thursday, 26 May 2022 11:21 AM
To: William Van Heerden [redacted]@health.qld.gov.au>
Subject: AIS performance data - March quarter 2022

Hi Wil

Attached are March quarter 2022 data for the AIS performance website.

Any issues let me know.

Cheers

Vesna



Vesna Dunne

Manager

Statistical Reporting and Coordination
 Statistical Services Branch
 Queensland Health
 Working hours Mon - Fri (working from home)

P [redacted] | [redacted]
E [redacted]@health.qld.gov.au
W health.qld.gov.au
A [Lvl 10, 33 Charlotte Street, Brisbane Qld 4000](#)

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DOH DISCLOSURE LOG

From: William Van Heerden [REDACTED] <[REDACTED]@health.qld.gov.au>
Sent: Thursday, 26 May 2022 9:18 AM
To: HIU [REDACTED] <[REDACTED]@health.qld.gov.au>
Cc: Katie May <[REDACTED]@health.qld.gov.au>; Vesna Dunne [REDACTED] <[REDACTED]@health.qld.gov.au>
Subject: RE: SDLO QUERIES: data now live

Hi Em

Yes, we always receive the Inpatient Hospital Activity data the last week before the end of the second month following a quarter. So should get it today or tomorrow. If SDLO and Minister's Office want it the same time as ED, ES and SOPD it will be something we have to agree with SDLO. Just let us know. I have copied Vesna who provides that data.

I received the last three quarters' Surgery Connect data this week and try and keep each quarter there for a day or 2, otherwise we might get questions on why we never published a specific quarter. Will be no dramas to publish March quarter this morning.

Hope it helps

Cheers

Will

From: HIU [REDACTED] <[REDACTED]@health.qld.gov.au>
Sent: Thursday, 26 May 2022 9:01 AM
To: William Van Heerden <[REDACTED]@health.qld.gov.au>
Cc: Katie May [REDACTED] <[REDACTED]@health.qld.gov.au>
Subject: SDLO QUERIES: data now live
Importance: High

Hi Will,

Apologies—there are few questions from SDLO, as follows

Should this page be updated to include 2022 data, or is 2021 data correct? I understand from HAAT/Johnny it is SSB data.

<http://www.performance.health.qld.gov.au/Hospital/HospitalActivity/99999>

Also, the table at the bottom of this page still has 2021 data?

<http://www.performance.health.qld.gov.au/Hospital/ElectiveSurgery/99999>

Would you be able to advise ASAP?

Thanks, Em

From: Katie May [REDACTED] <[REDACTED]@health.qld.gov.au>
Sent: Thursday, 26 May 2022 8:46 AM
To: HIU <[REDACTED]@health.qld.gov.au>; HAAT <[REDACTED]@health.qld.gov.au>; William Van Heerden [REDACTED] <[REDACTED]@health.qld.gov.au>
Cc: Lee Boyce [REDACTED] <[REDACTED]@health.qld.gov.au>
Subject: RE: data now live

Nice work team!

From: HIU <[REDACTED]@health.qld.gov.au>

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[REDACTED] <[REDACTED]n@health.qld.gov.au>

Cc: Katie May <[REDACTED]y@health.qld.gov.au>; Lee Boyce [REDACTED] <[REDACTED]@health.qld.gov.au>

Subject: RE: data now live

Thank you all

FYI, I have advised Miranda (SDLO) and Matt Rigby (ODG) the data is now live.

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Subject: RE: data now live

All good on the live site, Thanks Will.

Regards

John

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Subject: data now live

Hi Em

I have uploaded all the data on [website](#).

Have asked Johnny to have a look, but it should be ok.

Cheers

Will

Will Van Heerden

Principal Project Officer

Phone: 07 [REDACTED]

Address: 15 Butterfield Street, Herston, QLD, 4006

Email [REDACTED] <[REDACTED]@health.qld.gov.au>

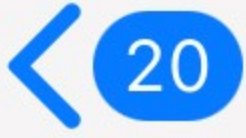
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CEQ-Engage, Healthcare Improvement Unit



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DOH DISCLOSURE LOG



2 People >

iMessage
Thu, 26 May, 8:01 am

Hi Miranda and Matt, it's Emma from Healthcare Improvement Unit. Just confirming publishing of the quarterly data has commenced and we will confirm once completed. Thanks.

Miranda SDLO



Thanks Emma

Matt Rigby ODG



Just confirming the data is now live on the website.



iMessage 🔊



From: [HIU](#)
To: [William Van Heerden](#)
Subject: RE: AIS performance data - March quarter 2022
Date: Friday, 27 May 2022 9:46:00 AM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)

Thanks Will

We've nearly made it to weekend, yay!

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Subject: RE: data now live

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Email: [REDACTED]@health.qld.gov.au

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CEQ-Engage, Healthcare Improvement Unit



www.clinicalexcellence.qld.gov.au

RTI Release

DOH DISCLOSURE LOG

From: [REDACTED]
To: [HIU](#)
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Date: Friday, 27 May 2022 9:47:18 AM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)

No probs. Good thing I copied SSB – got them moving

From: HIU [REDACTED]@health.qld.gov.au>
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Hi Em

Received Inpatient Hospital Activity in email below 15 minutes ago and it should be good on Live e.g. [Gold Coast](#)

Bed numbers by tomorrow because they are part of intro and have to open each hospital page to compare

Cheers

Will

From: Vesna Dunne [REDACTED]@health.qld.gov.au>
Sent: Thursday, 26 May 2022 11:21 AM
To: William Van Heerden [REDACTED]@health.qld.gov.au>
Subject: AIS performance data - March quarter 2022

Hi Wil

Attached are March quarter 2022 data for the AIS performance website.

Any issues let me know.

Cheers

Vesna

DOH DISCLOSURE LOG

Vesna Dunne

Manager

Statistical Reporting and Coordination Statistical

P [REDACTED]

E [REDACTED]

[\[REDACTED\]@health.qld.gov.au](mailto:[REDACTED]@health.qld.gov.au)



Services Branch
 Queensland Health
 Working hours Mon - Fri (working from home)

W health.qld.gov.au
 A [Lvl 10, 33 Charlotte Street, Brisbane Qld 4000](https://www.health.qld.gov.au/locations/brisbane)

**CLEAN HANDS
 SAVE LIVES**

Wash your hands regularly to stop the spread of germs



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

From: William Van Heerden <[REDACTED]@health.qld.gov.au>
Sent: Thursday, 26 May 2022 9:18 AM
To: HIU <[REDACTED]@health.qld.gov.au>
Cc: Katie May <[REDACTED]@health.qld.gov.au>; Vesna Dunne <[REDACTED]e@health.qld.gov.au>
Subject: RE: SDLO QUERIES: data now live

Hi Em

Yes, we always receive the Inpatient Hospital Activity data the last week before the end of the second month following a quarter. So should get it today or tomorrow. If SDLO and Minister's Office want it the same time as ED, ES and SOPD it will be something we have to agree with SDLO. Just let us know. I have copied Vesna who provides that data.

I received the last three quarters' Surgery Connect data this week and try and keep each quarter there for a day or 2, otherwise we might get questions on why we never published a specific quarter. Will be no dramas to publish March quarter this morning.

Hope it helps

Cheers

Will

From: HIU <[REDACTED]@health.qld.gov.au>
Sent: Thursday, 26 May 2022 9:01 AM
To: William Van Heerden <[REDACTED]@health.qld.gov.au>
Cc: Katie May <[REDACTED]@health.qld.gov.au>
Subject: SDLO QUERIES: data now live
Importance: High

Hi Will,

Apologies—there are few questions from SDLO, as follows

Should this page be updated to include 2022 data, or is 2021 data correct? I understand from HAAT/Johnny it is SSB data.

<http://www.performance.health.qld.gov.au/Hospital/HospitalActivity/99999>

Also, the table at the bottom of this page still has 2021 data?

<http://www.performance.health.qld.gov.au/Hospital/ElectiveSurgery/99999>

Would you be able to advise ASAP?

Thanks, Em

From: Katie May <[REDACTED]@health.qld.gov.au>
Sent: Thursday, 26 May 2022 8:46 AM
To: HIU [REDACTED]@health.qld.gov.au>; HAAT [REDACTED]@health.qld.gov.au>; William Van Heerden <[REDACTED]@health.qld.gov.au>
Cc: Lee Boyce [REDACTED]@health.qld.gov.au>
Subject: RE: data now live

Nice work team!

From: HIU <[REDACTED]@health.qld.gov.au>
Sent: Thursday, 26 May 2022 8:34 AM
To: HAAT [REDACTED]@health.qld.gov.au>; William Van Heerden <[REDACTED]@health.qld.gov.au>
Cc: Katie May <[REDACTED]@health.qld.gov.au>; Lee Boyce [REDACTED]@health.qld.gov.au>
Subject: RE: data now live

Thank you all

FYI, I have advised Miranda (SDLO) and Matt Rigby (ODG) the data is now live.

From: HAAT [REDACTED]@health.qld.gov.au>
Sent: Thursday, 26 May 2022 8:30 AM
To: William Van Heerden [REDACTED]@health.qld.gov.au>; HIU [REDACTED]@health.qld.gov.au>
Cc: Katie May [REDACTED]@health.qld.gov.au>; HAAT [REDACTED]@health.qld.gov.au>; Lee Boyce [REDACTED]@health.qld.gov.au>
Subject: RE: data now live

All good on the live site, Thanks Will.

Regards

John

From: William Van Heerden <[REDACTED]@health.qld.gov.au>
Sent: Thursday, 26 May 2022 8:23 AM
To: HIU [REDACTED]@health.qld.gov.au>
Cc: Katie May [REDACTED]@health.qld.gov.au>; HAAT [REDACTED]@health.qld.gov.au>
Subject: data now live

Hi Em

I have uploaded all the data on [website](#).

Have asked Johnny to have a look, but it should be ok.

Cheers

Will

Will Van Heerden

Principal Project Officer

Phone: 07 [REDACTED]

Address: 15 Butterfield Street, Herston, QLD, 4006

Email: [REDACTED]@health.qld.gov.au

Clinical Excellence Queensland

CEQ-Engage, Healthcare Improvement Unit



www.clinicalexcellence.qld.gov.au

RTI Release

DOH DISCLOSURE LOG

DOH RTI 3471/22



2 People



Wed, 18 May, 9:31 am

Matt Rigby



Hey Ren and Miranda, Luke has just contacted me asking for the releases for the performance data. I let him know that you guys packaged this up and sent in last week. Can I please get you to touch base with him and get them through again. Ta



Reply



Message

