



Darling Downs Hospital and Health Service

Annual Report Highlights

2014-15 financial year



Year of achievement delivers safe and quality healthcare to patients and communities

Darling Downs Hospital and Health Service (DDHHS) has again delivered more care to our communities in 2014-15.

Our staff have worked consistently to reduce waiting lists for our services, and improve timeframes for patients to receive the care they need, while also maintaining a focus of quality and safety.

For the second year in a row, DDHHS provided more services than funded to do under our contract with the Department of Health. This is good news for our patients, their families, and the communities we serve.

Some key highlights from the year included:

- Achievement of National Elective Surgery Target (NEST) where no patients waited longer than clinically recommended for surgery (achieved December 2014).
- Reduction of specialist outpatient waiting lists with 5,028 fewer patients waiting on Toowoomba Hospital's specialist outpatients' waiting list.
- Exceeding the Queensland Emergency Access Target (QEAT) for 90 per cent of patients admitted to a ward, transferred or discharged within four hours across all our facilities.
- Delivered a record number of endoscopies so that by May 2015 no

patients waited longer than clinically recommended.

- Introduction of a new online training platform, called Darling Downs Learning On-Line, to support staff professional development.
- Maintaining accreditation against the National Safety and Quality Health Service (NSQHS) Standards and National Standards for Mental Health Services (NSMHS) under two certification bodies.
- Being a successful bid partner, with GP Connections, to operate the new primary health network for the Darling Downs and West Moreton.

These results were achieved by our people: doctors, nurses and midwives, allied health professionals, and all the support staff needed to make a modern healthcare service work.

- ↑ Toowoomba Hospital's (from left) Erin Frost, Dr Paul Ferguson, Yaana Watts and Andrea Hewett were part of the emergency department team who treated more than 49,000 people in 2014-15.

Our year at a glance



Elective surgeries performed
8,733

↑ 768
from
2013-14



Separations (discharges)
71,860

↑ 6,232
from
2013-14



Emergency department presentations
149,180

↑ 2,110
from
2013-14



All outpatient attendances
221,420

↑ 30,057
from
2013-14



Same day admissions
33,901

↑ 6,990
from
2013-14



Mums and bubs visits
4,451

↑ 241
from
2013-14



Telehealth consultations (non-admitted patients, excluding mental health)
4,453

↑ 1,252
from
2013-14



Adult dental treatments
34,344

↑ 829
from
2013-14



Breast screens
18,928

↑ 1,040
from
2013-14



Pharmacy attendances
47,916

↑ 1,235
from
2013-14

Did you know?

197

PEOPLE A DAY ARE DISCHARGED FROM OUR FACILITIES AFTER RECEIVING IN-PATIENT CARE

409

PEOPLE A DAY ARE TREATED IN OUR EMERGENCY DEPARTMENTS

728

ELECTIVE SURGERIES ARE PERFORMED A MONTH

254

BABIES ARE DELIVERED A MONTH

Outpatients' waiting list slashed

A major priority of our Board was to continue to reduce the number of people waiting to see a specialist.

Staff, especially our ear, nose and throat (ENT) surgeons, orthopaedic surgeons, the Specialist Outpatient Referral Centre, and the General Practice Liaison Officer, coordinated and continued to build on the success of the previous year in reducing the specialist outpatient waiting list.

Over 2014-15, the list reduced by 56 per cent (5028 patients), including a reduction in long-wait patients from a total of 62 per cent in July 2014 to less than one per cent in June 2015.

This meant by the end of June 2015 only 17 patients were waiting longer than clinically recommended.

This was the lowest number of any HHS throughout the State.

All told, 22,658 new specialist outpatient attendances were provided, 5223 more than the previous year.



Clinical training and support systems underpin care



↑ Kate Jurd, Dirla Cumner, Vicki Stenhouse and Hayley Farry were part of the team who rolled out the new online training platform

DDHHS uses a new eLearning program to provide training and education for all staff.

The online portal called Darling Downs Learning On-Line (DD-LOL) is made up of a series of educational modules to enhance healthcare workers' knowledge and provide them with resources to assist them in safe practice, quality healthcare delivery, and risk management strategies.

It also includes non-clinical training resources such as cultural awareness and work health and safety.

In 2014-15, staff completed 68,875 courses including patient-centred care, sepsis awareness, infection control, and adult deterioration detection system.

During the year we also launched a new system designed to streamline the clinical auditing process, while improving safety and quality.

The Systematic Approach Facilitates Excellence (SAFE) audit program provides a modular approach for teams and units to assess their compliance against various national standards.

Data from the SAFE audits provides meaningful information which is used to continually improve our service.



↑ Kingaroy Hospital Indigenous Liaison Officer Barry Fisher and Administration Manager Carol Anderson show the new feedback forms which are available to patients, families and visitors.

Consumer compliments on the rise

We made it easier for patients, families and other stakeholders to let us know how to improve their experiences at our hospitals or other parts of our health service.

The result? Compliments increased by 55 per cent while complaints only increased by 16 per cent.

To achieve this, we redesigned the DDHHS consumer feedback form to encompass compliments, suggestions and complaints, installed additional feedback boxes at all facilities, and provided the option to provide feedback via an online form.

This was backed up with staff education to encourage consumers to provide feedback which led to the significant increase across all areas.

Endoscopy success

During the year, a major campaign was undertaken to increase the number of endoscopies performed and reduce the number of patients waiting in excess of clinically recommended timeframes.

In July 2014, in Toowoomba there was a total of 1,751 patients waiting for an endoscopic procedure, and of these 84 per cent were waiting longer than the clinically recommended timeframe.

By May 2015 the waiting list had reduced to 244 patients with no one waiting longer than recommended.

A new endoscopy suite at the hospital will help keep this success going as it has capacity for up to double the number of procedures than the previous facility.

→ Endoscopy Nurse Unit Manager Denise Iseppi shows Minister for Health and Ambulance Services the Hon Cameron Dick MP three newly installed endoscope airing cabinets.



Infrastructure improvements build up local services



↑ Michelle Miller (left) was the first mum to give birth in Stanthorpe Hospital's new birthing suites. She is pictured with her son Samuel Miller-Atkins and Dr Dan Halliday and Tracey Gunnlaugsson who performed the delivery on 21 September 2014.

We completed several major facility upgrades during the year which have made a big difference to local healthcare services.

In September we commissioned Goondiwindi Hospital's refurbished palliative care and quiet rooms. The \$360,000 project means local people can receive their end-of-life care close to home with their support networks of family and friends close by.

Stanthorpe Hospital's \$1.1 million refurbished maternity suite was officially opened in December, delivering much-improved facilities for mums and their families.

A \$2.2 million project to double the capacity of Toowoomba Hospital's endoscopy suite was officially opened in May, providing a new operating procedure room, new wait room and three additional Stage 1 recovery spaces.

All of these projects were funded by the Board from previous DDHHS budget surpluses, with the endoscopy suite upgrade including a \$1 million donation from the Toowoomba Hospital Foundation, its largest ever.

The new Darling Downs community care unit was opened in May. It is a community-based mental health facility built with \$11.6 million in Commonwealth Government funding.

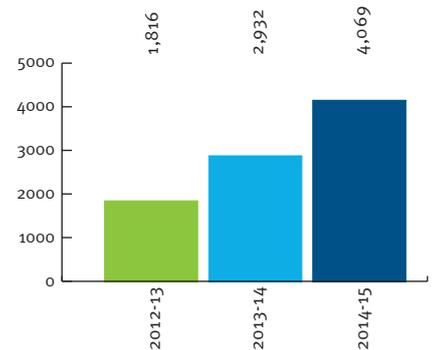
Other major works included the re-establishment of services for women and children in the one space at Cherbourg Health Service. The large refurbished building cost \$860,000 and was funded by DDHHS and the Department of Health.

The Wandoan Primary Health Care Centre was officially opened in October. The \$950,000 centre replaced an ageing outpatients' clinic. Resource company Glencore contributed \$750,000, with additional funds coming from DDHHS and the Western Downs Regional Council.

We reached the halfway mark of the \$50.6 million State Government/DDHHS program of maintenance and rehabilitation works to rejuvenate buildings and other facilities.

More patients treated

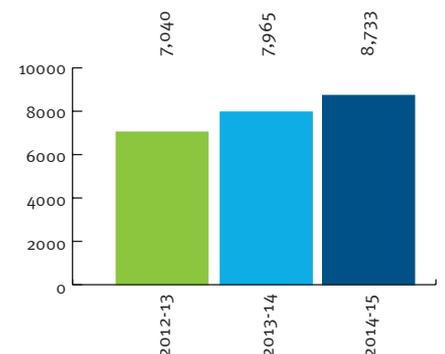
ENDOSCOPY PROCEDURES
TOOWOOMBA HOSPITAL



↑ **2,253**

188 more a month
than in 2012-13

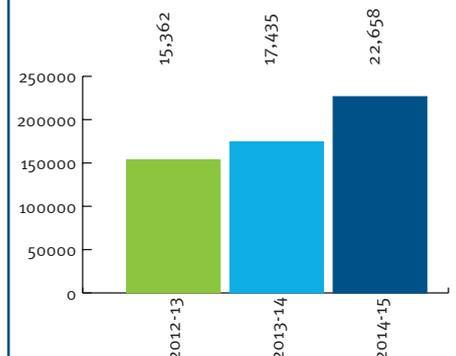
ELECTIVE SURGERIES
PERFORMED DDHHS



↑ **1,693**

24% increase since 2012-13

NEW PATIENTS SEEN AT SPECIALIST
OUTPATIENTS CLINICS



↑ **7,296**

608 more a month
than in 2012-13

Our people

One in 56 people across the Darling Downs and South Burnett work for us, making the health service one of the biggest employers in the region.

Last year we employed 4996 staff, with just over 2000 working part time, and welcomed 492 new employees.

Staff (by headcount) included:

1789

TOOWOOMBA HOSPITAL

2129

RURAL HOSPITALS AND
AGED CARE FACILITIES

637

MENTAL HEALTH SERVICES

264

PROFESSIONAL DIVISIONS

177

SUPPORT DIVISIONS

DDHHS leads State in telehealth



DDHHS psychiatrist Dr Ashar Imam gets ready to conduct a telehealth consultation.

Using video conferencing to access specialist clinical advice provided more care locally for the highest number of patients ever during the year.

Compared to 2013-14, there was an increase of 78 per cent in telehealth events for admitted patients, while non-admitted patients using telehealth increased by 10 per cent.

The telehealth top services were midwifery/obstetrics/antenatal services, pre-admission/anaesthetics, and the orthopaedic clinic.

Telehealth saved patients approximately 826 nights away from home and more than 440,000 kilometres in travel.

In addition, telehealth events for mental health services led the State with DDHHS contributing 49 per cent of the telehealth service provision for mental health (7,428 of the total State's 15,499).

Tackle Flu campaign a success



The Darling Downs public health team led the successful 'Tackle Flu' vaccination campaign.

More Aboriginal and Torres Strait Islander people were vaccinated against the flu thanks to a concerted campaign supported by North Queensland Cowboys football player Johnathan Thurston (pictured, below). The "Tackle Flu Before It Tackles You" vaccinated 1414 people, a 25 per cent increase on last year.

The program was a partnership between our Public Health Unit, the South West Hospital and Health Service, Darling Downs South West Queensland Medicare Local and the Toowoomba Hospital Foundation.



Teledentistry program a Queensland first

We rolled out a new teledental program, the first of its kind in Queensland, to help aged care residents access oral health treatment.

Using a specially designed camera probe and video conferencing equipment, the program enables an oral review of aged-care residents wherever they are located, without the need for travel or too much disruption of the daily routine.

Real-time video images of the resident's mouth, teeth and gums are transmitted to Toowoomba Hospital's Oral Health clinic where dentists conduct the reviews.

Millmerran Multipurpose Health Service (MPHS) resident Daphne Hintz (pictured above with dental technician Eileen Shepherd) was the first patient to step into the teledental chair at Millmerran.

"Daphne didn't quite know what to expect, but we talked her through the process," Millmerran MPHS Director of Nursing Cath Frame said.

"In the end she was amazed at the technology and was glad she didn't have to travel to Toowoomba for the appointment."

DDHHS Board

Our Board has a strong commitment to community engagement.

With Board members from each geographical area of the health service, an important part of their role is to be aware of important local issues by keeping in regular contact with stakeholders.

Every second Board meeting is held in one of our rural areas to help facilitate this engagement.



Back (left to right): Mr Terry Fleischfresser, Ms Megan O'Shannessy, Dr Ross Hetherington. Middle: Ms Marie Pietsch, Dr Jeffrey Prebble OAM, Dr Dennis Campbell, Ms Patricia (Trish) Leddington-Hill, Ms Cheryl Dalton. Front: Mr Mike Horan AM Board Chair, Dr Peter Bristow Health Service Chief Executive.

The communities we serve



To read the full DDHHS Annual Report 2014-15 (including financial statements) go to:

<http://www.health.qld.gov.au/darlingdowns/html/ddhhs-annual-report.asp>



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