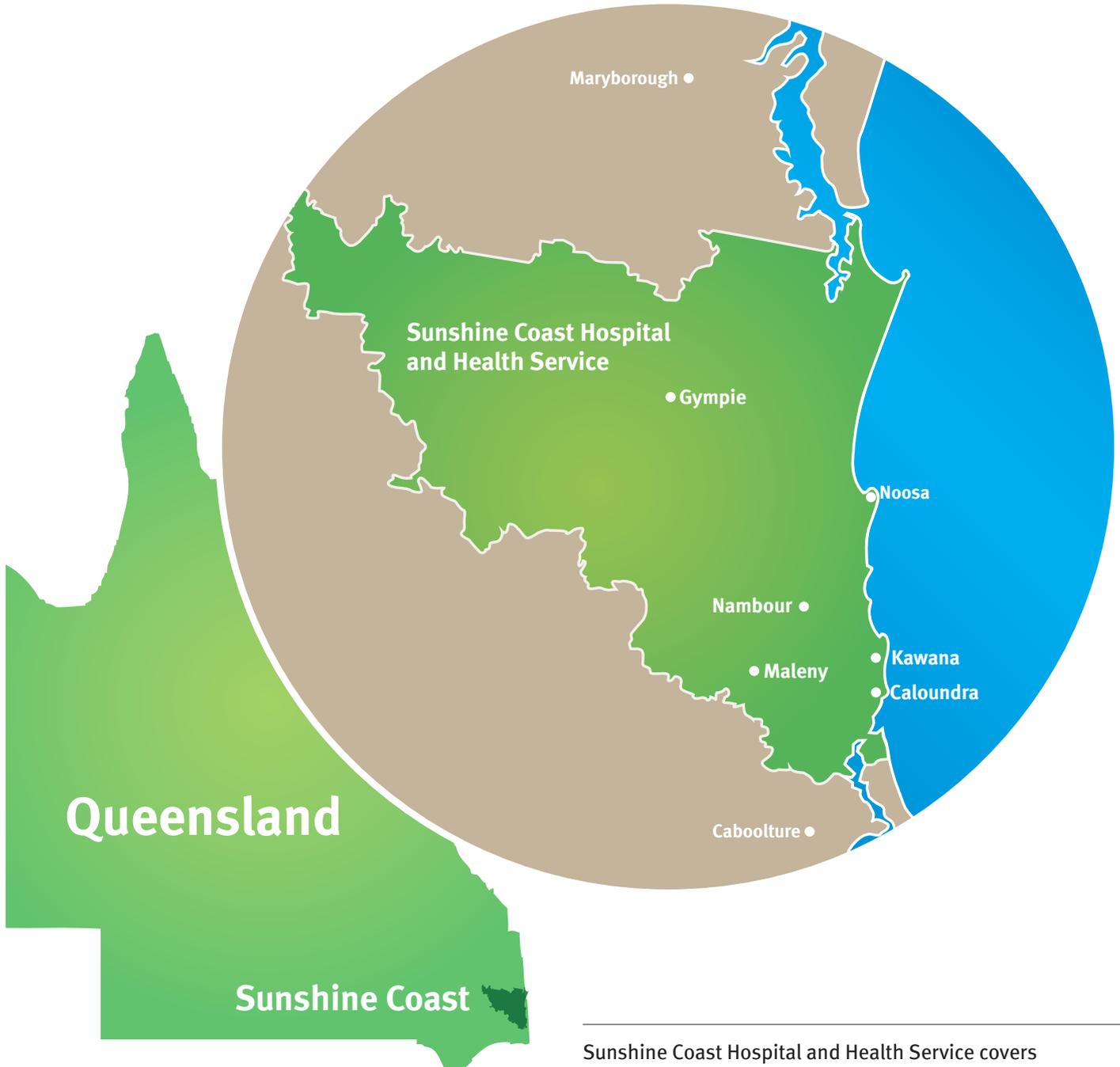


Our organisation

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Sunshine Coast Hospital and Health Service covers approximately 10,020 square kilometres. It encompasses the local government areas of Sunshine Coast, Gympie and Noosa; stretching to Gympie at its northern boundary, south to Caloundra and out to Kilkivan in the west.

Vision, purpose and values

Sunshine Coast Hospital and Health Service (the health service) is the major provider of public health services, health education and research in the Sunshine Coast, Gympie and Noosa local government areas.

Our vision, purpose, values and objectives describe and support our direction, and how we work with our community to improve people's health and wellbeing.

Our vision

Health and wellbeing through exceptional care.

To achieve our vision we:

- will work for the community, and be part of the community
- will provide exceptional services to ensure the community is confident in us
- acknowledge everything we do involves people and we will ensure they feel respected, safe, valued and listened to and that their dignity is maintained
- commit to fundamentally changing health care delivery across our health service including establishment of the new Sunshine Coast University Hospital as a key part of our services from 2017.

Our purpose

Our purpose is to deliver the highest standards of safe, accessible, sustainable, and evidence-based health care with a highly-skilled and valued workforce that optimises the wellbeing of our community.

Our values

The values of the health service underpin the cultural expectations within our organisation. We have adopted the Queensland public service values to inspire vision, integrity collaboration, influence and inspiration, and resilience in our workforce. These values are:

- Customers first
- Ideas into action
- Unleash potential
- Be courageous
- Empower people.

Objectives role and function

Our objectives

Sunshine Coast Hospital and Health Service's objectives reflect our commitment to working closely with the Queensland Government to implement:

- the Queensland Government Statement of Health Priorities
- the Queensland Government's objectives for the community
- the Queensland Health Strategic Plan 2016-2020
- Queensland Health's *My health, Queensland's future: Advancing health 2026*.

Our services

Sunshine Coast Hospital and Health Service delivers a range of hospital-based specialty and sub specialty services in surgery, medicine, mental health, women's and families. It also provides community integrated and sub-acute services.

Over the next 10 years, the health service will experience significant growth in both service range and capacity. The new tertiary Sunshine Coast University Hospital at Birtinya scheduled to open with 450 beds in April 2017. The new hospital will offer a range of new and expanded services for the health service, including the Sunshine Coast Health Institute, which is a purpose built area dedicated to education and research.

Our facilities

At the core of our health service are four main hospital/health services, providing a range of acute and sub-acute services:

- Nambour General Hospital—major acute regional facility that services Sunshine Coast and Gympie regions; 366 beds and 50 bed alternatives
- Gympie Hospital—provides services primarily to residents in the Gympie, Cooloola and Kilkivan areas; 70 beds and 23 bed alternatives
- Caloundra Health Service—services the southern end of the Sunshine Coast; 67 beds and 20 bed alternatives
- Maleny Soldiers Memorial Hospital—rural facility providing services to the southern Sunshine Coast hinterland; 24 beds.
- Glenbrook Residential Aged Care Facility—high care residential aged care facility in Nambour; 25 high care beds, 18 transition beds and two mental health sub-acute beds
- Community and other health centres—25 centres located across the health service.

Sunshine Coast Hospital and Health Service also funds public patient services at Noosa Private Hospital and Sunshine Coast University Private Hospital.

Growing population

Servicing a population of approximately 396,741 in 2016 the region is one of the fastest growing population areas in Queensland. With growth of approximately two per cent per year, current projections have the population reaching 434,741 by 2021 and 479,778 by 2026.

(Data source: InfoBank population projections 2015 Edition-previous figures from the 2013 edition).

We have an ageing population. In 2016, it is estimated about 18 per cent of the population was aged over 65 years. This is projected to increase to approximately 24 per cent by 2026.

(Data source: InfoBank population projections 2015 Edition-previous figures from the 2013 edition).

Compared to the whole of Queensland, our region has:

- a faster population growth
- relatively low Socio-economic Indexes for Areas (SEIFA)
- higher per cent of residents aged over 65 years
- lower per cent of Aboriginal and Torres Strait Islander people
- similar age and health risk factors
- lower avoidable hospital deaths
- higher per cent born in Australia
- lower per cent of people aged 15 to 24 years
- lower number of patients presenting after stroke
- significantly higher melanoma incidence.
- higher mortality: mental and behavioural disorders
- higher coronary health disease
- lower diabetes mellitus.

Aboriginal and Torres Strait Islander people

Aboriginal and Torres Strait Islander people account for 2.1 per cent of the health service's population compared to 4.5 per cent for Queensland.

We have a higher percentage of Aboriginal and Torres Strait Islander people in the zero to 19 years age group than the Queensland average. This age group represents 50 per cent of the total Aboriginal and Torres Strait Islander population in the Sunshine Coast Hospital and Health Service region.

Challenges and risks

Like other health services in Australia and internationally, Sunshine Coast Hospital and Health Service operates in a complex and challenging environment balancing efficient service delivery with high quality health outcomes to meet the government's expectation of ensuring that health care expenditure achieves value for society. The drivers of demand for healthcare in the health service include:

- rapid population growth
- older population growth
- relatively low Socio-economic Indexes for Areas (SEIFA).

Socio-economic disadvantage is associated with a lower life expectancy, a greater burden of disease and higher levels of avoidable deaths and hospital separations

- changing nature of disease and injury, in particular an increase in chronic disease across all ages, driving demand for new models of care to cost effectively address this issue
- changing nature of service delivery, in particular innovative medical technologies will change length of hospital stays and demand trends, improving life expectancy, increasing day only procedures and expanding options for care in non-hospital settings
- consumer, community and government expectations regarding access to and performance of health services.

Sunshine Coast Hospital and Health Service is growing rapidly and the addition of the new Sunshine Coast University Hospital in 2017 will revolutionise the delivery of public healthcare in our communities. The health service is planning for the community's future health needs.

Interpreter services

The Queensland Health Interpreter Service provides interpreters in Queensland Health public facilities in more than 130 languages. Interpreters are provided on-site (face-to-face), via video conference or over the phone. Interpreters are available 24 hours a day, seven days a week and are provided at no charge to the client. In 2015-2016, a total of 755 interpreter services were used by non-English speaking patients and their families.

Health service plan

The *Sunshine Coast Hospital and Health Service's Health Service Plan 2012-2022* was developed through consultation and engagement with consumers, our staff and the wider community. It provides essential direction to ensure our transition towards the health service organisation we aim to be in 2016-2017 and beyond. The plan provides information on:

- how our communities' health needs will change over the next five years
- the health service's responses to meeting these needs
- service priorities to 2022.

A key part of the strategy for addressing our communities' health needs is the opening of the Sunshine Coast University Hospital in 2017. Since this plan was prepared government priorities, data, planning and funding methodologies have evolved. As a result, in 2015-2016 the health service reviewed the plan to ensure future service provision across the health service and align with the changing needs of the community. In 2016-2017, the focus for Sunshine Coast Hospital and Health Service will be on the continued works to ensure a successful commissioning of, and safe transition to, the Sunshine Coast University Hospital.

Machinery of government changes

There were no machinery of government changes which impacted Sunshine Coast Hospital and Health Service's operations.

Commitment to the government's objectives

In keeping with the Queensland Government's objectives, the health service has in 2015-2016:

- enhanced accountability and transparency through the health service's internal audit function
- advanced construction of Sunshine Coast University Hospital to meet growing demand for public hospital services and train local residents to be the health workforce of the future.

Queensland Government's objectives for the community

