

SUBJECT: Real-time Data 100-Day Project - Open Hospitals Website Concept

ACTION REQUIRED BY - 10 December 2024, to allow website platform build to continue and to enable critical project delivery date to be achieved.

RECOMMENDATION

It is recommended the Minister:

1. **Approve** the design concepts for the proposed open hospitals website platform (Attachment 1).

Approved / Not-Approved


Comments:

Can the "number of treatment spaces" be clearly explained as the ~~number~~ capacity of the ED ~~and~~ I am concerned a consumer will see for eg "No. of patients waiting 12" and reference "No. of treatment spaces" and think there is 12 available treatment spaces when in fact all treatment spaces are occupied. Please refer final design back.

P.S. Is the "Emergency" wording bold/big enough.

Signed:  Date: 10/12/24

Hon Tim Nicholls MP, Minister for Health and Ambulance Services

<p>Author Name: Anita Rayner Position: Director Performance Partnerships Unit: System Performance Branch: Irrelevant Tel No: Irrelevant Email address: Irrelevant@health.qld.gov.au Date Drafted: 4/12/2024</p>	<p>Cleared by (Dir/Snr Dir) Name: Brent Knack Position: A/Senior Director Branch: System Performance Branch: Irrelevant Tel No: Irrelevant Email address: Irrelevant@health.qld.gov.au Date Cleared: 6/12/2024 <i>*Note clearance contact is also key contact for brief queries*</i></p>	<p>Content verified by (DDG/CE) Name: Naomi Hebson Position: A/Deputy Director-General Division: Healthcare Purchasing and System Performance Tel No: Irrelevant Email address: Irrelevant@health.qld.gov.au Date Verified: 6/12/2024</p>	<p>Director-General Endorsement Name: Dr David Rosengren Signed  Date 7/12/2024</p>
--	---	--	--

BACKGROUND AND ISSUES

1. The Premier of Queensland has made the following commitments relating to Queensland Health's performance reporting:
 - 1.1 unlocking transparent real-time hospital data within 100 days;
 - 1.2 providing Queenslanders with the truth about what's happening in Queensland hospitals, as it happens;
 - 1.3 delivering accountability for wait times, the number of patients waiting at Emergency Departments, and how many hospital beds are available; and
 - 1.4 using real-time data to drive resources and frontline staff to where they are needed.
2. Further detail is provided in Attachment 2 and 3.

SENSITIVITIES/RISKS

3. Condensed project timelines restrict ability to amend proposed design prior to scheduled release date. Non-critical design amendments will require deferment following initial go live.
4. Publishing near real time data can help hospitals monitor and respond to increases in patient flow but can also influence patient behaviour. Patients may make misinformed decisions in emergency situations based on perceived waiting times at local health facilities or may misinterpret their closest facility from those displayed.
5. Further detail is provided in Attachment 2 and 3.

RESOURCE/FINANCIAL IMPLICATIONS

6. Non-recurrent allocation of \$0.77 million from the Corporately Managed Budget in financial year 2024-25 is associated with implementation of real-time hospital data reporting, including planning, project delivery, consumer engagement, and technical development.
7. Recurrent fiscal year allocation to support ongoing management and business-as-usual activities for the reporting of real-time data is still being determined.

RESULTS OF CONSULTATION

8. Health Consumers Queensland have been engaged in the concept design of the Open Hospitals website to ensure the information is relevant to consumers and easy to understand. Consumers will further be involved in user acceptance testing of the staging platform when the build stage is finalised.
9. Strategic Communications Branch have been consulted in the design of the website to ensure consumer-associated risks can be mitigated. An associated media and communications plan is currently being drafted.
10. Queensland Health legal team are engaged to review website and provide guidance regarding appropriate wording and published disclaimers.
11. Consultation is occurring with jurisdictions who publish similar websites to determine lessons learnt.
12. A Public Reporting Governance Committee was established on 15 November 2024. The committee comprises of members and advisors, including:
 - 12.1. Healthcare Purchasing and System Performance Division;
 - 12.2. eHealth Queensland;
 - 12.3. Office of the First Nations Health Officer;
 - 12.4. Statistical Services Branch;
 - 12.5. Corporate Services Division;
 - 12.6. Clinical Excellence Queensland;
 - 12.7. Clinical Planning & Service Strategy Division;
 - 12.8. Strategy, Policy & Reform;
 - 12.9. Office of the Chief First Nations Health Officer;
 - 12.10. Queensland Ambulance Services;
 - 12.11. Health Consumers Queensland; and
 - 12.12. Hospital and Health Service Chief Executive and Chief Operating Officer Representatives.

ATTACHMENTS

13. Attachment 1. Open Hospitals Website Concepts – updated 5 December 2024
Attachment 2. Additional background and issues

Attachment 3. DRAFT About the Data – Queensland Health Open Hospitals v1 – 20241205.

RTI Release



Emergency department waiting times in major Queensland facilities

Find wait times for Queensland's major emergency departments and minor injury and illness clinics

Search by suburb or hospital name

Or

⚠ We've listed major emergency departments and treatment centres. **Your nearest facility might not be listed.**
[Find your nearest hospital or centre.](#)

! In an emergency call Triple Zero (000)

Don't wait if you have chest pain, difficulty breathing or severe bleeding.

Unsure what health service you need?

You can help our emergency department by using other services if you need medical care but it's not life threatening.

When to go to Emergency

If you or someone with you is having a medical emergency, call Triple Zero (000) immediately and ask for an ambulance. View information about how to access emergency services and when to go to Emergency below.

[When to go to Emergency](#)

Symptom checker

Use healthdirect's online symptom checker if you're not feeling well. Answer some questions about your symptoms and get advice on whether to see a doctor, go to hospital or call an ambulance. It is available online at any time.

[Symptom checker](#)

13 HEALTH (13 43 25 84)

If you're not sure if your medical condition requires emergency care, call 13 HEALTH (13 43 25 84). Registered nurses are available 24 hours a day. They will advise you on what to do and if you need to go to a GP, pharmacy or emergency department.

[Call 13 HEALTH \(13 43 25 84\)](#)

Disclaimer

The information on this website is a general guide only. While it's as accurate and up-to-date as possible, Queensland Health cannot promise that patients will be seen in a specific order or within a particular time frame.

Last Updated: November 2021

Open Hospitals

Contact us

Get in touch for enquiries, feedback, complaints and compliments.

[About us](#)

[Using our website](#)

[Copyright](#)

[Privacy](#)

[Right to information](#)

[Accessibility](#)

[Jobs](#)

[Other languages](#)

Acknowledgement of Country

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

© The State of Queensland 1995-2024 (Organisation)



Open Hospitals

[Back to search](#)

Royal Brisbane and Women's Hospital

Emergency Department

Median waiting time - all patients

45 minutes

Calculated over the past 2hrs for all patients

We treat patients in order of urgency on arrival.

Address: Butterfield Street, Herston Qld 4029

Updates every 15-30 mins. Last updated 04 February 2025 10:45:34 AM

In an emergency call Triple Zero (000)

Don't wait if you have chest pain, difficulty breathing or severe bleeding.

[Call 000](#)

Number of patients currently waiting

12

Triaged and waiting to receive treatment

Number of treatment spaces

24

Updated monthly. Last updated 01/02/2025

Median waiting time - non critical

30 minutes

Calculated over the past 2hrs for category 4 and 5 patients

Waiting time at nearby facilities

We've listed major emergency departments and treatment centres. Your nearest facility might not be listed. [Find your nearest hospital or centre.](#)

Closest hospitals to **Herston 4029**

[Change suburb](#)

[Virtual Emergency Care Service \(statewide\)](#)

Online

[Redcliffe Hospital](#)

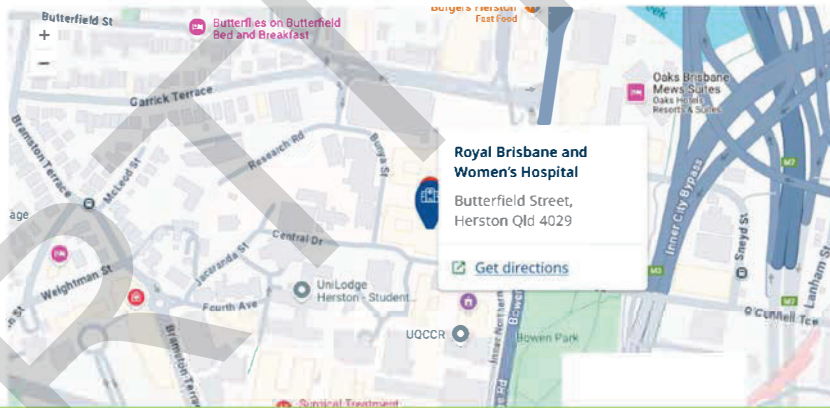
45 min median wait

8.5 km away

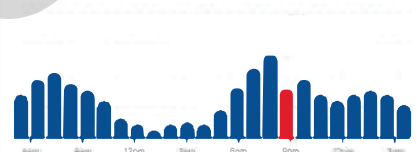
[Eight Mile Plains Satellite Hospital](#)
Minor Injury and Illness Clinic

15 min median wait

10.5 km away



Patients currently waiting compared to average



Contact information

[Hospital website](#)

Phone [07 3646 8111](#)

13 HEALTH (13 43 25 84)

If you're not sure if your medical condition requires emergency care, call 13 HEALTH (13 43 25 84). Registered nurses are available 24 hours a day. They will advise you on what to do and if you need to go to a GP, pharmacy or emergency department.

Available 24/7

[Call 13 HEALTH \(13 43 25 84\)](#)

Open Hospitals

Contact us

Get in touch for enquiries, feedback, complaints and compliments.

Phone: 13 QGOV (13 74 68)

[Contact us](#)

[About us](#)

[Using our website](#)

[Copyright](#)

[Privacy](#)

[Right to information](#)

[Accessibility](#)

[Jobs](#)

[Other languages](#)

Acknowledgement of Country

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

© The State of Queensland 1995-2024 (Organisation)



Open Hospitals

< Back to search

Minor Injury and Illness Clinic

Eight Mile Plains Satellite Hospital

We treat patients in order of urgency on arrival.

- 🕒 **Open:** 8 am to 10 pm, 7 days a week
- 📍 **Address:** Butterfield Street, Herston Qld 4029
- 🕒 **Updates every 15-30 mins.** Last updated 04 February 2025 10:45:34 AM

Median waiting time - all patients

45 minutes

Calculated over the past 2hrs for all patients

! In an emergency call Triple Zero (000) | Don't wait if you have chest pain, difficulty breathing or severe bleeding. | [Call 000](#)

⚠️ Satellite hospitals are for urgent (but not life threatening) conditions

Examples of urgent but not life threatening conditions:

- an adult with a high temperature
- eye injuries
- broken bones
- an elderly person or pregnant person with food poisoning
- sudden and severe headache
- severe stomach pains.

Median waiting time - non critical

30 minutes

Calculated over the past 2hrs for category 4 and 5 patients

Number of patients currently waiting

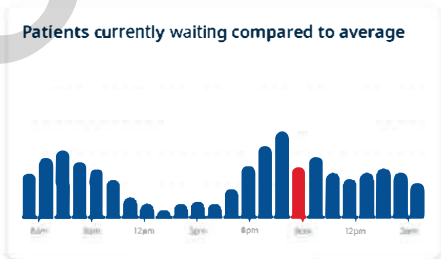
12

Triaged and waiting to receive treatment

Number of treatment spaces

24

Updated monthly. Last updated 01/02/2025



Waiting time at nearby facilities

i We've listed major emergency departments and treatment centres. Your nearest facility might not be listed. [Find your nearest hospital or centre.](#)

Contact information

- [Hospital website](#)
- [Phone 07 3646 8111](#)

Closest hospitals to **Eight mile plains 4112** [Change suburb](#) ✓

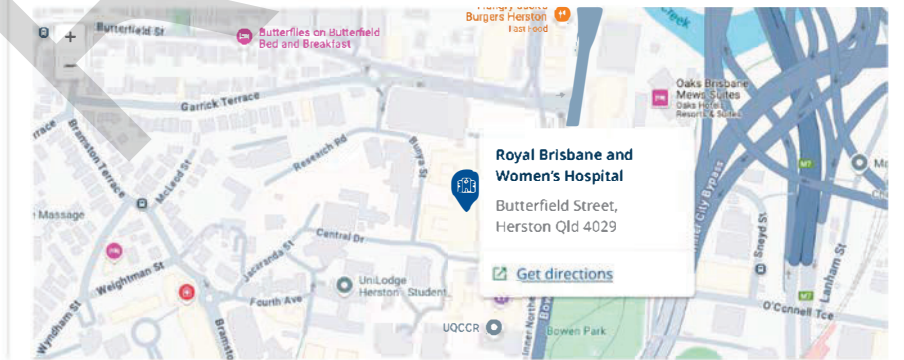
Hospital Name	Median Wait	Distance
Virtual Emergency Care Service (statewide)	Online	
Redcliffe Hospital	45 min median wait	8.5 km away
Eight Mile Plains Satellite Hospital Minor Injury and Illness Clinic	15 min median wait	10.5 km away

13 HEALTH (13 43 25 84)

If you're not sure if your medical condition requires emergency care, call 13 HEALTH (13 43 25 84). Registered nurses are available 24 hours a day. They will advise you on what to do and if you need to go to a GP, pharmacy or emergency department.

🕒 Available 24/7

[Call 13 HEALTH \(13 43 25 84\)](#)





Open Hospitals

< Back to search

Queensland Children's Hospital

Emergency Department

We treat patients in order of urgency on arrival.

- 📍 Address: 501 Stanley Street, South Brisbane Qld 4101
- 🕒 Updates every 15-30 mins. Last updated 04 February 2025 10:45:34 AM

Median waiting time - all patients

45 minutes

Calculated over the past 2hrs for all patients

🚨 In an emergency call Triple Zero (000) | Don't wait if you have chest pain, difficulty breathing or severe bleeding. | 📞 [Call 000](#)

⚠️ Who can use this service?

We provide 24 hour emergency care for infants, children and young people from birth up until their 16th birthday.

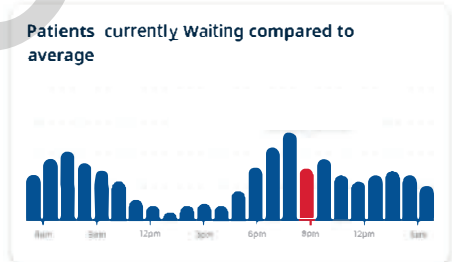
We also provide care and support for young people up to 18 years who:

- are currently under the care of a medical team at Queensland Children's Hospital for a pre-existing chronic condition and seeking emergency care for the same condition
- have a mental health condition and need urgent medical attention.

Median waiting time - non critical

30 minutes

Calculated over the past 2hrs for category 4 and 5 patients



Number of patients currently waiting

12

Triaged and waiting to receive treatment

Number of treatment spaces

24

Updated monthly. Last updated 01/02/2025

[Hospital website](#)

[Phone 07 3646 8111](#)

Waiting time at nearby facilities

📍 We've listed major emergency departments and treatment centres. Your nearest facility might not be listed. [Find your nearest hospital or centre.](#)

Closest hospitals to **Eight mile plains 4112** [Change suburb](#) ✓

Facility	Waiting Time	Distance
Virtual Emergency Care Service	Online	-
Redcliffe Hospital	45 min median wait	8.5 km away
Eight Mile Plains Satellite Hospital Minor Injury and Illness Clinic	15 min median wait	10.5 km away

13 HEALTH (13 43 25 84)

If you're not sure if your medical condition requires emergency care, call 13 HEALTH (13 43 25 84). Registered nurses are available 24 hours a day. They will advise you on what to do and if you need to go to a GP, pharmacy or emergency department.

🕒 Available 24/7

📞 [Call 13 HEALTH \(13 43 25 84\)](#)



BACKGROUND AND ISSUES

1. There is currently no platform existing which publishes real-time Queensland hospital data. The Queensland Hospital Performance website (www.performance.health.qld.gov.au) currently publishes quarterly data on 106 health facilities across the state.
2. A Queensland Health project team for the Real Time 100-Day initiative has been established to design and implement a public-facing website platform, called 'Queensland Health Open Hospitals', designed to meet the above commitments.
3. Following subject matter expert and consumer consultation, the website design has now been finalised (Attachment 1).
4. To meet critical project timeframes, website technical development has commenced and the ability to amend the proposed design is restricted until following the proposed go-live date of 3 February 2025, when additional changes can be applied if required.
5. The new website will publish near real-time data for the 25 major Queensland public hospital ED and 7 Minor Injury and Illness Clinics across Queensland for the following measures:
 - 6.1 patients currently waiting: The total number of patients recorded as triaged waiting to be seen. This measure can be refreshed at ~15-minute intervals, with data sourced from Queensland Health ED clinical systems.
 - 6.2 two hour median waiting time – all categories: 50 per cent of all patients seen within the two hours up to the latest data refresh were seen with this timeframe. 50 per cent of patients waited longer than this. This measure can be refreshed ~15-minute intervals, with data sourced from Queensland Health ED clinical systems.
 - 6.3 Two hour median waiting time – non-urgent patients: 50 per cent of non-critical (ATS4 and ATS5) patients seen within two hours up to the latest data refresh were seen within this timeframe. 50 per cent of patients waited longer than this. This measure can be refreshed at ~15-minute intervals, with data sourced from Queensland Health ED clinical systems.
 - 6.4 Total number of treatment spaces: The total number of treatment spaces, which are defined as a location within an ED or a Minor Injury and Illness Clinic where patients receive clinical care, treatment, or monitoring. This number will be validated by applicable Hospital and Health Services (HHS) and is not generally subject to change. Existing processes will be reviewed following go-live to ensure accuracy of the reported number of treatment spaces is maintained ongoing.
 - 6.5 Number of patients currently waiting (Busyness/Activity indicator): The total number of people in all ATS categories waiting in an ED or a Minor Injury and Illness Clinic at the current hour, against the historical average (displayed over a 24 hour period). This measure is able to be refreshed hourly, with data sourced from Queensland Health clinical systems.
6. Further detail regarding the measures to be published will be available to consumers via a link to an 'about the data' information sub-page or document (Attachment 3).
7. The website is not intended to provide guidance on which facility to attend in an emergency and will not display data or information about out-of-scope facilities. To manage consumer risk, the website will provide links to additional health services including:
 - 8.1 Triple Zero (000);
 - 8.2 Queensland Government's 'When to go to Emergency' website;
 - 8.3 Queensland Government's '13 HEALTH' phone service;
 - 8.4 Healthdirect's 'Symptom Checker';
 - 8.5 Healthdirect's 'Service Finder'; and
 - 8.6 Queensland Health's 'Virtual Emergency Care Service' (always appears as second closest search result).

8. The Real Time 100-day project is currently on track for delivery, with an anticipated public launch date of the Open Hospitals website of 3 February 2025.

SENSITIVITIES/RISKS

9. Proposed project timelines are scheduled to conflict with the 2024 festive period. eHealth Queensland imposes an annual three-week moratorium period where ICT resourcing support and technical work is restricted.
10. Quality of data may be lower than currently acceptable standard for performance reporting. Operational data has not undergone validation and, due to operational nature, it is subject to data entry error and potential outages / data feed errors.
11. Data will need to be aggregated to minimise validation concerns – most other jurisdictions currently only report Australasian Triage Scale 4 and 5 for ED information.
12. To maintain anonymity and to ensure the reliability of calculations, business rules will need to be clearly defined, and documented thresholds applied when occupancy and waiting times are not displayed.

About the Data – Further Information to the Open Hospitals Website

Reported Facilities

This website currently publishes near real-time information for 25 Queensland public hospital emergency departments and 7 Minor Injury and Illness Clinics across Queensland.

Facility Type	Facilities
Public Hospital Emergency Departments	<ul style="list-style-type: none"> • Bundaberg Hospital • Caboolture Hospital • Cairns Hospital • Gladstone Hospital • Gold Coast University Hospital • Gympie Hospital • Hervey Bay Hospital • Ipswich Hospital • Logan Hospital • Mackay Base Hospital • Maryborough Hospital • Mount Isa Hospital • Nambour Hospital • Princess Alexandra Hospital • QEII Jubilee Hospital • Queensland Children's Hospital • Redcliffe Hospital • Redland Hospital • Robina Hospital • Rockhampton Hospital • Royal Brisbane and Women's Hospital • Sunshine Coast University Hospital • The Prince Charles Hospital • Toowoomba Hospital • Townsville University Hospital
Minor Injury and Illness Clinics	<ul style="list-style-type: none"> • Bribie Island Satellite Hospital (Yarun) • Caboolture Satellite Hospital (Kabul) • Eight Mile Plains Satellite Hospital (Maroo-goodji-ba) • Kallangur Satellite Hospital (Kalangoor) • Redland Satellite Hospital (Talwalpin Milbul) • Ripley Satellite Hospital (Moodoombar Dabbil) • Tugan Satellite Hospital (Banyahrmabah)

About the Data – Further Information to the Open Hospitals Website

Definitions

Key terms are used within the Open Hospitals website to explain emergency department wait times, capacity, and activity levels.

Term	Definition
Median	The middle value in a sorted list of wait times, where 50% of patients waited less time and 50% waited more time. For these visualisations, it's calculated for patients seen within the 120 minutes prior to the latest data refresh.
Triage	<p>When an individual arrives at an Emergency department (ED) for treatment, a qualified triage nurse assesses how urgent their condition is and assigns a category according to the Australasian Triage Scale (ATS).</p> <p>There are five triage categories (1 to 5), where 1 is most urgent and 5 is least urgent. The triage system ensures people most in need of care are treated first. Patients are seen in order of medical priority and not in order of arrival at the hospital.</p>
Time seen	<p>The time seen refers to the earliest time at which the treating clinician or one of the below mentioned health professionals on duty in an Emergency department provides assessment or treatment, concluding the 'waiting time' for the patient. A treating clinician is classified as one of the following:</p> <ul style="list-style-type: none"> • The treating Doctor or Senior Medical Officer (SMO) • The Triage Nurse, Clinical Assessment or Primary Nurse • Allied Health or social worker • Plaster technician.
Australasian Triage Scale (ATS) Categories	<p>Australasian Triage Scale (ATS) Categories:</p> <ul style="list-style-type: none"> • ATS 1: Immediately life-threatening conditions requiring immediate attention • ATS 2: Imminently life-threatening conditions requiring attention within 10 minutes • ATS 3: Potentially life-threatening conditions requiring attention within 30 minutes • ATS 4: Potentially serious conditions requiring attention within 60 minutes • ATS 5: Less urgent conditions requiring attention within 120 minutes
Location Search Calculation	Distances are calculated using the haversine formula, which determines the shortest distance between two points on a sphere, accounting for the Earth's curvature. Results are ordered from closest to furthest based on the straight-line distance from your location to each facility.
Treatment Space Count	<p>The number of available ED treatment areas in each facility is counted and reported monthly, with each facility determining what constitutes a treatment space based on their local setup and operations.</p> <p>An ED Treatment Space is generally a location within the ED where patients receive clinical care, treatment, or monitoring. A treatment space may be a room, a trolley, or a chair.</p>

About the Data – Further Information to the Open Hospitals Website

Measures

Each measure applies to both the reported Emergency Departments and Minor Injury and Illness Clinics , with data sourced from Queensland Health Emergency Department clinical systems.

Measure	Definition
Patients Currently Waiting in the Emergency Department	<p>The total number of patients recorded as triaged and waiting to be seen in the Emergency department.</p> <p>Refresh interval: ~15 minutes Data source: Queensland Health Emergency Department clinical systems</p>
2-Hour Median Waiting Time - All Categories	<p>50% of all patients seen within the 2 hours up to the latest data refresh were seen within this timeframe. 50% of patients waited longer than this.</p> <p>Refresh interval: ~15 minutes Data source: Queensland Health Emergency Department clinical systems.</p>
2-Hour Median Waiting Time - Non-Urgent Patients	<p>50% of non-urgent (Category 4 & 5) patients seen within the 2 hours up to the latest data refresh were seen within this timeframe. 50% of non-urgent patients waited longer than this.</p> <p>Refresh interval: ~15 minutes Data source: Queensland Health Emergency Department clinical systems.</p>
Total Number of Emergency Department Treatment Spaces	<p>The total number of Emergency department (ED) treatment spaces. An ED Treatment Space is a location within the ED where patients receive clinical care, treatment, or monitoring. A treatment space may be a room, a trolley, or a chair.</p> <p>Refresh interval: TBC Data source: TBC</p>
Number of patients currently waiting (Busyness/Activity Indicator)	<p>The total number of people in all ATS categories waiting in an Emergency department or Minor Injury and Illness Clinic at the current hour, against the historical average (displayed over a 24 hour period).</p> <p>For the current hour, the graph records the number of people currently waiting, calculated as patients whose presentation time is before the most recently reported time AND their treatment has not started.</p> <p>For the historical average, each of the 24 hours depicted reports the number of people that were triaged and waiting for treatment in that hour, on the same day of week, in the same month, averaged over the past two years. The number of people is determined using triage time and treatment time.</p> <p>Refresh interval: Hourly Data source: TBC</p>

Note: Thresholds on all measures have been implemented during periods of low occupancy to prevent the identification of patients in waiting rooms, and to ensure results derived are statistically meaningful and reflective of the overall dataset. As a result, users may encounter data that is ‘unavailable’ where thresholds are not met.

About the Data – Further Information to the Open Hospitals Website

Links

Various links have been referenced throughout the Open Hospitals website that point consumers to external websites and other resources. Please refer to screenshots and references located in Appendix A.

Reference	Location on Open Hospitals website	Description	Linked resource
1	Landing page: Open Hospitals website When to go to Emergency	Queensland Government's When to go to Emergency	When to go to Emergency Health and wellbeing Queensland Government (www.qld.gov.au)
2	Landing page: Open Hospitals website Symptom Checker	healthdirect's Symptom Checker	https://www.healthdirect.gov.au/symptom-checker
3	Landing page: Open Hospitals website Facility page: Any Find your nearest hospital or centre	healthdirect's Service Finder	https://www.healthdirect.gov.au/australian-health-services
4	Landing page: Open Hospitals website Facility page: Any 13 HEALTH	Queensland Government's 13 Health Phone Service	https://www.qld.gov.au/health/contacts/advice/13health
5	Facility page: Any Virtual Emergency Care Services	healthdirect's Virtual Emergency Care Service	https://www.healthdirect.gov.au/australian-health-services/healthcare-service/brisbane-city-4000-qld/virtual-emergency-care-service-queensland-virtual-hospital/virtual-care-clinics/a87efc17-8078-4db3-8ba9-480b4a5e3bf9

Data Sources

Clinical information systems and enterprise data platforms that capture, process and provide near real-time hospital data shown on this website.

Source	Definition
Clinical Systems	<ul style="list-style-type: none"> Emergency Department Information System (EDIS) Integrated Electronic Medical Record (ieMR) FirstNet Queensland Health Enterprise Reporting Service (QHERS)
Source Systems Integration	<ul style="list-style-type: none"> Data is initially collected in clinical systems (EDIS, FirstNet) Data flows through QHERS for emergency department data collection Data is consolidated in the SPB data warehouse Data is then fed to the CHDE Open Data platform via an API for public display
Data Refresh Rates	<ul style="list-style-type: none"> Patient numbers and wait times: Updated every ~15 minutes Treatment space numbers: Updated monthly Historical data: Stored and used for busyness/activity trend indicators
Data Classifications	<ul style="list-style-type: none"> Based on the Information Security Classification assessment, this data is classified as non-sensitive for public release Data specifically excludes any personal or confidential patient information

Other Links

Additional resources to help you find the right healthcare service for your needs.

Source	Definition
Disclaimer	This website shows information for Queensland Health public hospital emergency departments and Minor Injury and Illness Clinics only. It does not include private hospital emergency departments, urgent care clinics, GP clinics, or other medical centres. For a complete list of healthcare options in your area, visit Find a health service Queensland Health .

This information was last updated on x month year

RTI Release

SUBJECT: Real-time Data 100-Day Project - Review of proposed treatment spaces metric and emergency warning banners for the Open Hospitals website design concept

ACTION REQUIRED BY – 6 January 2025, to provide a timely response to the Minister's request for additional information.

RECOMMENDATION

It is recommended the Minister:

- Note** the updates to the Open Hospitals website concepts and 'about the data' website sub-page text in relation to treatment spaces metric and emergency warning banners.

Noted / Not Noted

- Note** the feedback from the Real Time Data Project Consumer Advisory Group Workshop on 5 December 2024, which was facilitated by Health Consumers Queensland (Attachment 1).


Noted / Not Noted

Comments:

Please confirm system will be able to handle a very high number of views/visits on commencement - in scenario against a high level of service attack.

Signed:  Date: 24/12/24

Hon Tim Nicholls MP, Minister for Health and Ambulance Services

<p>Author Name: Anita Rayner Position: Director, Performance Partnerships Unit: System Performance Branch Tel No: Irrelevant Email address: Irrelevant@health.qld.gov.au Date Drafted: 23 December 2024</p>	<p>Cleared by (Dir/Snr Dir) Name: Brenton Simpson Position: Senior Director Branch: System Performance Tel No: Irrelevant Email address: Irrelevant@health.qld.gov.au Date Cleared: 23 December 2024 *Note clearance contact is also key contact for brief queries*</p>	<p>Content verified by (DDG/CE) Name: Karen Bayntun Position: Acting Deputy Director-General Division: Healthcare Purchasing and System Performance Tel No: Irrelevant Email address: Irrelevant@health.qld.gov.au Date Verified: 23 December 2024</p>	<p>Director-General Endorsement Name: Dr David Rosengren Signed  Date 23/12/2024</p>
--	--	---	--

BACKGROUND AND ISSUES The Real Time 100-day project is currently on track for delivery, with an anticipated public launch date of the Open Hospitals website of 3 February 2025.

2. The Minister for Health and Ambulance Services approved the Open Hospitals website design concept on 10 December 2024 (Attachment 2), with the following caveats:
 - 2.1 Number of treatment spaces to be clearly explained as the capacity of the ED; and
 - 2.2 Review of the 'emergency warning' text – to be more prominent.
3. Due to limited available space on the website and to conform with Web Accessibility Standards, further explanation regarding the calculation and scope of 'Treatment Spaces' has been included in the 'About the Data' consumer information sub-page (Attachment 3) which consumers will have the ability to link to from the main website.
4. Explanatory text regarding the treatment space metric has been updated as follows:
 - 4.1 A Treatment Space is defined as any space utilised in an Emergency Department or Minor Injury and Illness Clinic for treating a patient. This includes, for example, beds, chairs, and trolleys. Treatment Space data is based on current counts and may be subject to change over time for a variety of reasons, including the availability of staff, admitted and non-admitted patient care requirements, and any other operational factors.
 - 4.2 This measure relates to capacity and does not indicate whether these spaces are currently in use or occupied in real-time.
5. This design update aims to reduce the potential for consumers to interpret the number of Treatment Spaces displayed as a representation of current occupancy when viewed in conjunction with the more frequently refreshed 'near real-time' number of patients waiting.
6. Further to the Minister's feedback, the emergency warning has also been redesigned to appear more prominent to the consumer (Attachment 4).

SENSITIVITIES/RISKS

7. The Statistical Services Branch have advised that Treatment Spaces is not a centrally defined term within Queensland Health. The scope of Treatment Spaces is applied at the discretion of each HHS.
8. The Statistical Services Branch have advised that the underlying data reported for number of Treatment Spaces is based on current counts at the facility level and may change over time due to operational factors including but not limited to the availability of staff and admitted/non-admitted patient care. It is anticipated this information will be documented in the 'About the Data' information sub-page.
9. Queensland Health's Legal Services team are engaged to provide guidance on managing consumer risk, including provision of published disclaimers, and supporting text where relevant.

RESOURCE/FINANCIAL IMPLICATIONS

10. There are no resource (e.g. staffing/MOHR) or financial implications associated with this brief.

RESULTS OF CONSULTATION

11. Health Consumers Queensland was engaged to integrate consumer perspective to ensure the website and its information is relevant and easy to understand for consumers of all levels of health literacy. A consumer engagement workshop was held on 5 December 2024, wherein relevant insights were reflected in the website concept designs, and leveraged to inform service delivery, communication strategies and ongoing planning (Attachment 1).

ATTACHMENTS

12. Attachment 1 - Real Time Data Project Consumer Advisory Group Workshop 5 December 2024
Attachment 2 - MIN BA - Real-time Data 100-Day Project Open Hospitals Website Concept Approval (C-ECTF-24/20509)
Attachment 3 - Open Hospitals 'About the Data' website sub-page DRAFT v2 – updated 23 December 2024
Attachment 4 - Open Hospitals Website Concepts – updated 23 December 2024

Queensland Health

Real-time Data 100-Day Project

Consumer group engagement report

Thursday 05 December 2024



Queensland
Government

Real-time Data 100-Day consumer engagement background

Queensland Health engaged the Health Consumers Queensland (HCQ) for the Real-time Data 100-Day Project. 12 representatives from across Queensland’s HHSs were engaged during December 2024 to review the most recent mock-ups of the Real-time Data website (Open Hospitals Portal).

Scope of the session:

The session was designed to gauge initial feedback of the most recent mock-up design. Our intention in hosting the session is to integrate consumer perspective to:

- Raise any concerns regarding the proposed designs,
- Improve the look and feel of the design following go-live,
- Inform service delivery,
- Inform communication strategies and planning,
- Ensure the designs are health literate for consumers, and
- Create opportunity for information sharing and assessing need.

Scope of the website:

- The website will provide transparency regarding current busyness of major Emergency Departments and alternative treatment centres.
- It is not intended to provide guidance on which facility to attend in an emergency.
- The available list of reportable facilities may not include a consumer’s closest emergency department or the most appropriate treatment centre.
- The website will feature appropriate links for consumers seeking medical treatment.



Real-time Data 100-Day summary of session

Summary of session:

- During the session with the consumer group, the Real-time Data mock-ups received positive feedback.
- The group noted the ease of navigation and clear, organised presentation of information and data on both the landing and facility pages.
- The group highlighted that a website of such content would be regularly used and would improve their experience in accessing emergency healthcare.
- The group provided recommendations and areas for enhancement relating to the website design and information presented. These recommendations have been reflected in the website design where possible.
- The group did not express concern with any metrics reported or any of the additional information presented (e.g. what is a triage category)
- This positive reception underscores a commitment to transparency and accessibility in emergency care reporting, reflecting ongoing efforts to effectively serve the community.

Feedback for immediate change:

Landing page:

- Remove the imagery or replace with a picture of an Emergency department
- Increase visual cues to confirm scope of reporting hospitals. This many include editing the Information Box to be more prominent in colour and text.
- Rename the blue referral box for 'Triple Zero' to 'When to go to Emergency' for consistency

Facility Page:

- Add a facility-type subheading (e.g. Emergency department/Satellite Hospital) under facility name
- Highlight that VECS is a statewide service and can be accessed by clicking the link presented
- Update the text for "patients seen by urgency..." to be more prominent (bold, larger font size)

Other relevant feedback:

- Consumers enquired about the marketing campaign for the website, noting that in their experience, many public health and emergency services are not advertised enough.
- Consumers expressed that they would 'change their behaviour' based on figures presented, with many agreeing they would be prepared to 'travel more' to a facility with a low wait time.
- Consumers expressed that they would be guided by the busyness graph to determine the best time to go to an Emergency department for non-critical care.
- Consumers enquired about the VECS, stating that they would like to learn more about the service and its availability. Many expressed they would use VECS before navigating to an Emergency department.

SUBJECT: Real-time Data 100-Day Project - Open Hospitals Website Concept

ACTION REQUIRED BY - 10 December 2024, to allow website platform build to continue and to enable critical project delivery date to be achieved.

RECOMMENDATION

It is recommended the Minister:

1. **Approve** the design concepts for the proposed open hospitals website platform (Attachment 1).

Approved / Not-Approved


Comments:

Can the "number of treatment spaces" be clearly explained as the ~~number~~ capacity of the ED ~~and~~ I am concerned a consumer will see for eg "No. of patients waiting 12" and reference "No. of treatment spaces" and think there is 12 available treatment spaces when in fact all treatment spaces are occupied. Please refer final design back.

P.S. Is the "Emergency" wording bold/big enough.

Signed:  Date: 10/12/24

Hon Tim Nicholls MP, Minister for Health and Ambulance Services

<p>Author Name: Anita Rayner Position: Director Performance Partnerships Unit: System Performance Branch: Irrelevant Tel No: Irrelevant Email address: Irrelevant@health.qld.gov.au Date Drafted: 4/12/2024</p>	<p>Cleared by (Dir/Snr Dir) Name: Brent Knack Position: A/Senior Director Branch: System Performance Branch Tel No: Irrelevant Email address: Irrelevant@health.qld.gov.au Date Cleared: 6/12/2024 <i>*Note clearance contact is also key contact for brief queries*</i></p>	<p>Content verified by (DDG/CE) Name: Naomi Hebson Position: A/Deputy Director-General Division: Healthcare Purchasing and System Performance Tel No: Irrelevant Email address: Irrelevant@health.qld.gov.au Date Verified: 6/12/2024</p>	<p>Director-General Endorsement Name: Dr David Rosengren Signed  Date 7/12/2024</p>
--	---	--	--

BACKGROUND AND ISSUES

1. The Premier of Queensland has made the following commitments relating to Queensland Health's performance reporting:
 - 1.1 unlocking transparent real-time hospital data within 100 days;
 - 1.2 providing Queenslanders with the truth about what's happening in Queensland hospitals, as it happens;
 - 1.3 delivering accountability for wait times, the number of patients waiting at Emergency Departments, and how many hospital beds are available; and
 - 1.4 using real-time data to drive resources and frontline staff to where they are needed.
2. Further detail is provided in Attachment 2 and 3.

SENSITIVITIES/RISKS

3. Condensed project timelines restrict ability to amend proposed design prior to scheduled release date. Non-critical design amendments will require deferment following initial go live.
4. Publishing near real time data can help hospitals monitor and respond to increases in patient flow but can also influence patient behaviour. Patients may make misinformed decisions in emergency situations based on perceived waiting times at local health facilities or may misinterpret their closest facility from those displayed.
5. Further detail is provided in Attachment 2 and 3.

RESOURCE/FINANCIAL IMPLICATIONS

6. Non-recurrent allocation of \$0.77 million from the Corporately Managed Budget in financial year 2024-25 is associated with implementation of real-time hospital data reporting, including planning, project delivery, consumer engagement, and technical development.
7. Recurrent fiscal year allocation to support ongoing management and business-as-usual activities for the reporting of real-time data is still being determined.

RESULTS OF CONSULTATION

8. Health Consumers Queensland have been engaged in the concept design of the Open Hospitals website to ensure the information is relevant to consumers and easy to understand. Consumers will further be involved in user acceptance testing of the staging platform when the build stage is finalised.
9. Strategic Communications Branch have been consulted in the design of the website to ensure consumer-associated risks can be mitigated. An associated media and communications plan is currently being drafted.
10. Queensland Health legal team are engaged to review website and provide guidance regarding appropriate wording and published disclaimers.
11. Consultation is occurring with jurisdictions who publish similar websites to determine lessons learnt.
12. A Public Reporting Governance Committee was established on 15 November 2024. The committee comprises of members and advisors, including:
 - 12.1. Healthcare Purchasing and System Performance Division;
 - 12.2. eHealth Queensland;
 - 12.3. Office of the First Nations Health Officer;
 - 12.4. Statistical Services Branch;
 - 12.5. Corporate Services Division;
 - 12.6. Clinical Excellence Queensland;
 - 12.7. Clinical Planning & Service Strategy Division;
 - 12.8. Strategy, Policy & Reform;
 - 12.9. Office of the Chief First Nations Health Officer;
 - 12.10. Queensland Ambulance Services;
 - 12.11. Health Consumers Queensland; and
 - 12.12. Hospital and Health Service Chief Executive and Chief Operating Officer Representatives.

ATTACHMENTS

13. Attachment 1. Open Hospitals Website Concepts – updated 5 December 2024
Attachment 2. Additional background and issues

Attachment 3. DRAFT About the Data – Queensland Health Open Hospitals v1 – 20241205.

RTI Release

About the Data – Further Information to the Open Hospitals Website
Last Updated 24.12.2024

Reported Facilities

This website currently publishes near real-time information for 25 Queensland public hospital emergency departments and 7 Minor Injury and Illness Clinics across Queensland.

Facility Type	Facilities
Public Hospital Emergency Departments	<ul style="list-style-type: none"> • Bundaberg Hospital • Caboolture Hospital • Cairns Hospital • Gladstone Hospital • Gold Coast University Hospital • Gympie Hospital • Hervey Bay Hospital • Ipswich Hospital • Logan Hospital • Mackay Base Hospital • Maryborough Hospital • Mount Isa Hospital • Nambour Hospital • Princess Alexandra Hospital • QEII Jubilee Hospital • Queensland Children's Hospital • Redcliffe Hospital • Redland Hospital • Robina Hospital • Rockhampton Hospital • Royal Brisbane and Women's Hospital • Sunshine Coast University Hospital • The Prince Charles Hospital • Toowoomba Hospital • Townsville University Hospital
Minor Injury and Illness Clinics	<ul style="list-style-type: none"> • Bribie Island Satellite Hospital (Yarun) • Caboolture Satellite Hospital (Kabul) • Eight Mile Plains Satellite Hospital (Maroo-goodji-ba) • Kallangur Satellite Hospital (Kalangoor) • Redland Satellite Hospital (Talwalpin Milbul) • Ripley Satellite Hospital (Moodoombar Dabbil) • Tugan Satellite Hospital (Banyahrmabah)

About the Data – Further Information to the Open Hospitals Website

Last Updated 24.12.2024

Definitions

Key terms are used within the Open Hospitals website to explain emergency department and Minor Injury and Illness Clinic wait times, capacity, and activity levels.

Term	Definition
Median	The middle value in a sorted list of wait times, where 50% of patients waited less time and 50% waited more time. For these visualisations, it's calculated for patients seen within the 120 minutes prior to the latest data refresh.
Triage	<p>When an individual arrives at an Emergency department (ED) or Minor Injury and Illness Clinic for treatment, a qualified triage nurse assesses how urgent their condition is and assigns a category according to the Australasian Triage Scale (ATS).</p> <p>There are five triage categories (1 to 5), where 1 is most urgent and 5 is least urgent. The triage system ensures people most in need of care are treated first. Patients are seen in order of medical priority and not in order of arrival at the hospital.</p>
Time seen	<p>The time seen refers to the earliest time at which the treating clinician or one of the below mentioned health professionals on duty in an Emergency department or Minor Injury and Illness Clinic provides assessment or treatment, concluding the 'waiting time' for the patient. A treating clinician is classified as one of the following:</p> <ul style="list-style-type: none"> • The treating Doctor or Senior Medical Officer (SMO) • The Triage Nurse, Clinical Assessment or Primary Nurse • Allied Health or social worker • Plaster technician.
Australasian Triage Scale (ATS) Categories	<p>Australasian Triage Scale (ATS) Categories:</p> <ul style="list-style-type: none"> • ATS 1: Immediately life-threatening conditions requiring immediate attention • ATS 2: Imminently life-threatening conditions requiring attention within 10 minutes • ATS 3: Potentially life-threatening conditions requiring attention within 30 minutes • ATS 4: Potentially serious conditions requiring attention within 60 minutes • ATS 5: Less urgent conditions requiring attention within 120 minutes
Location Search Calculation	Distances are calculated using the haversine formula, which determines the shortest distance between two points on a sphere, accounting for the Earth's curvature. Results are ordered from closest to furthest based on the straight-line distance from your location to each facility.
Treatment Space Count	<p>The number of available Emergency Department or Minor Injury and Illness Clinic treatment areas in each facility is counted and reported monthly, with each facility determining what constitutes a treatment space based on their local setup and operations.</p> <p>A Treatment Space is generally a location within the Emergency Department or Minor Injury and Illness Clinic treatment where patients receive clinical care, treatment, or monitoring. A treatment space may be a room, a trolley, or a chair.</p>

About the Data – Further Information to the Open Hospitals Website

Last Updated 24.12.2024

Measures

Each measure applies to both the reported Emergency Departments and Minor Injury and Illness Clinics , with data sourced from Queensland Health Emergency Department clinical systems.

Measure	Definition
Patients Currently Waiting	<p>The total number of patients recorded as presented and waiting to be seen in the Emergency department (ED) or Minor Injury and Illness Clinic.</p> <p>Refresh interval: ~15 minutes Data source: Queensland Health Emergency Department clinical systems</p>
2-Hour Median Waiting Time - All Categories	<p>50% of all patients seen within the two hours up to the latest data refresh were seen within this timeframe. 50% of patients waited longer than this.</p> <p>Refresh interval: ~15 minutes Data source: Queensland Health Emergency Department clinical systems.</p>
2-Hour Median Waiting Time - Non-Urgent Patients	<p>50% of non-urgent (Category 4 & 5) patients seen within the two hours up to the latest data refresh were seen within this timeframe. 50% of non-urgent patients waited longer than this.</p> <p>Refresh interval: ~15 minutes Data source: Queensland Health Emergency Department clinical systems.</p>
Total Number of Treatment Spaces	<p>The total number of Emergency department (ED) or Minor Injury and Illness Clinic Treatment Spaces. A Treatment Space is defined as any space utilised in an Emergency Department or Minor Injury and Illness Clinic for treating a patient. This includes, for example, beds, chairs, and trolleys. Treatment Space data is based on current counts and may be subject to change over time for a variety of reasons, including the availability of staff, admitted and non-admitted patient care requirements, and any other operational factors.</p> <p>This measure relates to capacity and does not indicate whether these spaces are currently in use or occupied in real-time.</p> <p>Refresh interval: Monthly Data source: Statewide Management Information System with validation from relevant Queensland Health facilities.</p>
Patients currently waiting compared to average (Busyness/Activity Indicator)	<p>The total number of people in all triage categories waiting in an Emergency department or Minor Injury and Illness Clinic at the current hour, against the historical average (displayed over a 24 hour period).</p> <p>For the current hour, the graph records the number of people currently waiting, calculated as patients whose presentation time is before the most recently reported time AND their treatment has not started.</p> <p>For the historical average, each of the 24 hours depicted reports the number of people that had presented and were waiting for treatment in that hour, on the same day of week, in the same month, averaged over the past two years. The number of people is determined using presentation time and treatment time.</p> <p>Refresh interval: Hourly for current data. Annually for historical data. Data source: Queensland Health Emergency Department clinical systems.</p>

About the Data – Further Information to the Open Hospitals Website

Last Updated 24.12.2024

Note: Thresholds on all measures have been implemented during periods of low occupancy to prevent the identification of patients in waiting rooms, and to ensure results derived are statistically meaningful and reflective of the overall dataset. As a result, users may encounter data that is ‘unavailable’ where thresholds are not met.

Links

Various links have been referenced throughout the Open Hospitals website that point consumers to external websites and other resources. Please refer to screenshots and references located in Appendix A.

Reference	Location on Open Hospitals website	Description	Linked resource
1	Landing page: Open Hospitals website When to go to Emergency	Queensland Government's When to go to Emergency	When to go to Emergency Health and wellbeing Queensland Government (www.qld.gov.au)
2	Landing page: Open Hospitals website Symptom Checker	healthdirect's Symptom Checker	https://www.healthdirect.gov.au/symptom-checker
3	Landing page: Open Hospitals website Facility page: Any Find your nearest hospital or centre	healthdirect's Service Finder	https://www.healthdirect.gov.au/australian-health-services
4	Landing page: Open Hospitals website Facility page: Any 13 HEALTH	Queensland Government's 13 Health Phone Service	https://www.qld.gov.au/health/contacts/advice/13health
5	Facility page: Any Virtual Emergency Care Services	healthdirect's Virtual Emergency Care Service	https://www.healthdirect.gov.au/australian-health-services/healthcare-service/brisbane-city-4000-qld/virtual-emergency-care-service-queensland-virtual-hospital/virtual-care-clinics/a87efc17-8078-4db3-8ba9-480b4a5e3bf9

Data Sources

Clinical information systems and enterprise data platforms that capture, process and provide near real-time hospital data shown on this website.

Source	Definition
Clinical Systems	<ul style="list-style-type: none"> Emergency Department Information System (EDIS) Integrated Electronic Medical Record (ieMR) FirstNet Queensland Health Enterprise Reporting Service (QHERS)
Source Systems Integration	<ul style="list-style-type: none"> Data is initially collected in clinical systems (EDIS, FirstNet) Data flows through QHERS for emergency department data collection Data is consolidated in the System Performance Branch data warehouse Data is then fed to the Department of Communities, Housing and Digital Economy (CHDE) Open Data platform via an API for public display
Data Refresh Rates	<ul style="list-style-type: none"> Patient numbers and wait times: Updated every ~15 minutes Treatment space numbers: Updated monthly Data used for busyness/activity trend indicators:

About the Data – Further Information to the Open Hospitals Website

Last Updated 24.12.2024

Source	Definition
	<ul style="list-style-type: none">• Real time data – every hour• Historical data - annually
Data Classifications	<ul style="list-style-type: none">• Based on the Information Security Classification assessment, this data is classified as non-sensitive for public release• Data specifically excludes any personal or confidential patient information

Other Links

Additional resources to help you find the right healthcare service for your needs.

Source	Definition
Disclaimer	This website shows information for selected Queensland Health public hospital emergency departments and Minor Injury and Illness Clinics only. It does not include private hospital emergency departments, Medicare urgent care clinics, General Practitioner (GP) clinics, or other medical centres. For a complete list of healthcare options in your area, visit Find a health service Queensland Health .

This information was last updated on x month year

OFFICIAL: Sensitive
Real-time Data 100-Day Project - Website Concept
Landing page



Open Hospitals

NOTE: Data presented is for illustrative purposes only and does not reflect real data.

Emergency department waiting times in major Queensland facilities

Find wait times for Queensland's major emergency departments and minor injury and illness clinics

Search by suburb or hospital name

Or

⚠ We've listed major emergency departments and treatment centres. **Your nearest facility might not be listed.**
[Find your nearest hospital or centre.](#)

! In an emergency call Triple Zero (000) | Don't wait if you have chest pain, difficulty breathing or severe bleeding. | [Call 000](#)

Unsure what health service you need?

You can help our emergency department by using other services if you need medical care but it's not life threatening.

When to go to Emergency

If you or someone with you is having a medical emergency, call Triple Zero (000) immediately and ask for an ambulance. View information about how to access emergency services and when to go to Emergency below.

[When to go to Emergency](#)

Symptom checker

Use healthdirect's online symptom checker if you're not feeling well. Answer some questions about your symptoms and get advice on whether to see a doctor, go to hospital or call an ambulance. It is available online at any time.

[Symptom checker](#)

13 HEALTH (13 43 25 84)

If you're not sure if your medical condition requires emergency care, call 13 HEALTH (13 43 25 84). Registered nurses are available 24 hours a day. They will advise you on what to do and if you need to go to a GP, pharmacy or emergency department.

[Available 24/7](#)

[Call 13 HEALTH \(13 43 25 84\)](#)

Disclaimer

Information provided on this website is intended to be used as a general guide only. While it is as accurate and up-to-date as possible, Qld Health does not warrant or represent that any patient will be seen in a particular order or within a particular timeframe.

[About the data](#)

Open Hospitals

Contact us

Get in touch for enquiries, feedback, complaints and compliments.

[Phone: 13 QGOV \(13 74 68\)](#)

[Contact us](#)

[About us](#)

[Using our website](#)

[Copyright](#)

[Privacy](#)

[Right to information](#)

[Accessibility](#)

Acknowledgement of Country

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

© The State of Queensland 1995-2024 (Organisation)

OFFICIAL: Sensitive

Real-time Data 100-Day Project - Website Concept

Facility Page Type 1 – Hospital Emergency Department

NOTE: Data presented is for illustrative purposes only and does not reflect real data.

< Back to search

Royal Brisbane and Women's Hospital Emergency Department

We treat patients in order of urgency on arrival.

📍 Address: Butterfield Street, Herston Qld 4029

🕒 Updates every 15-30 mins. Last updated 04 February 2025 10:45:34 AM

Median waiting time - all patients

45 minutes

Calculated over the past 2hrs for all patients

🚨 In an emergency call Triple Zero (000) | Don't wait if you have chest pain, difficulty breathing or severe bleeding. | [📞 Call 000](#)

Number of patients currently waiting

12

Triaged and waiting to receive treatment

Number of treatment spaces

24

Updated monthly. Last updated 01/02/2025

Median waiting time - non critical

30 minutes

Calculated over the past 2hrs for category 4 and 5 patients

Waiting time at nearby facilities

📍 We've listed major emergency departments and treatment centres. Your nearest facility might not be listed. Find your nearest hospital or centre.

Closest hospitals to Herston 4029 [Change suburb](#)

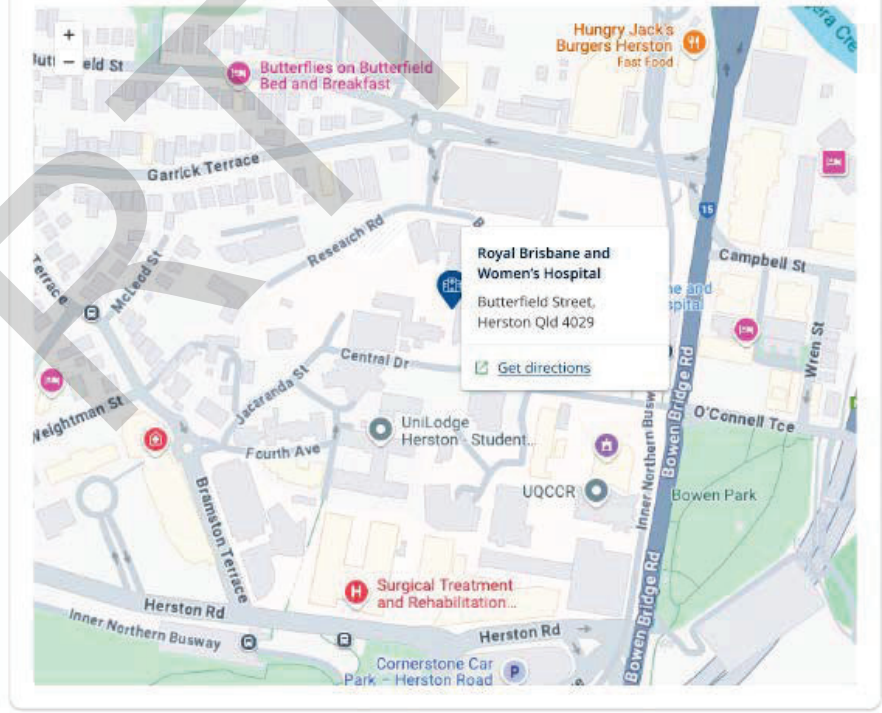
Facility	Service	Median Wait	Distance
Virtual Emergency Care Service (statewide)	Online	-	-
Redcliffe Hospital	🕒 45 min median wait	📍 8.5 km away	
Eight Mile Plains Satellite Hospital	🕒 15 min median wait	📍 10.5 km away	



Disclaimer

Information provided on this website is intended to be used as a general guide only. While it is as accurate and up-to-date as possible, Qld Health does not warrant or represent that any patient will be seen in a particular order or within a particular timeframe.

[About the data](#)



Contact information

[Hospital website](#)

[Phone 07 3646 8111](#)

13 HEALTH (13 43 25 84)

If you're not sure if your medical condition requires emergency care, call 13 HEALTH (13 43 25 84). Registered nurses are available 24 hours a day. They will advise you on what to do and if you need to go to a GP, pharmacy or emergency department.

🕒 Available 24/7

[Call 13 HEALTH \(13 43 25 84\)](#)

OFFICIAL: Sensitive
Real-time Data 100-Day Project - Website Concept
Facility Page Type 2 – Minor Injury and Illness Clinic

NOTE: Data presented is for illustrative purposes only and does not reflect real data.

[Back to search](#)

Eight Mile Plains Satellite Hospital

Minor illness and injury clinic

We treat patients in order of urgency on arrival.

- Open:** 8 am to 10 pm, 7 days a week
- Address:** Butterfield Street, Herston Qld 4029
- Updates every 15-30 mins.** Last updated 04 February 2025 10:45:34 AM

Median waiting time - all patients

45 minutes

Calculated over the past 2hrs for all patients

In an emergency call Triple Zero (000) | Don't wait if you have chest pain, difficulty breathing or severe bleeding. | [Call 000](#)

⚠ Satellite hospitals are for urgent (but not life threatening) conditions

Examples of urgent but not life threatening conditions:

- an adult with a high temperature
- broken bones
- sudden and severe headache
- eye injuries
- an elderly person or pregnant person with food poisoning
- severe stomach pains.

Number of patients currently waiting

24

Triaged and waiting to receive treatment

Number of treatment spaces

24

Updated monthly. Last updated 01/02/2025

Median waiting time - non critical

30 minutes

Calculated over the past 2hrs for category 4 and 5 patients

Waiting time at nearby facilities

i We've listed major emergency departments and treatment centres. Your nearest facility might not be listed. [Find your nearest hospital or centre.](#)

Closest hospitals to **Eight mile plains 4112** [Change suburb](#)

Facility	Service	Median wait	Distance
Virtual Emergency Care Service (statewide)	Online	-	-
Redcliffe Hospital	Online	45 min median wait	8.5 km away
Eight Mile Plains Satellite Hospital Minor Injury and Illness Clinic	On-site	15 min median wait	10.5 km away



Disclaimer

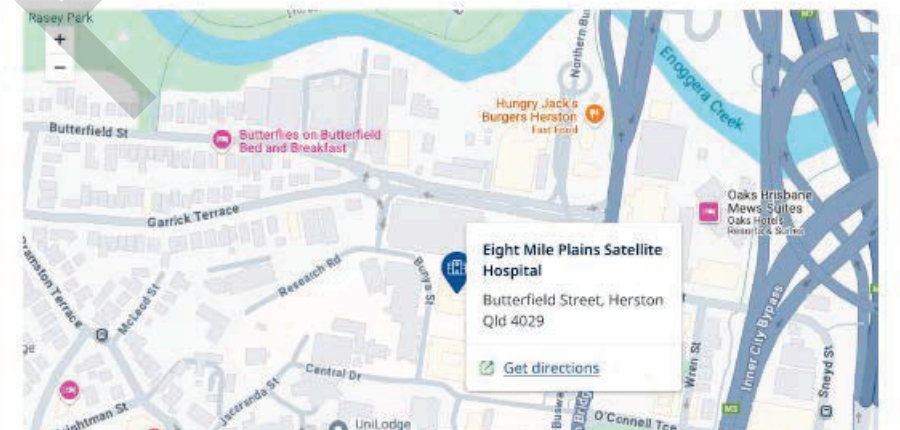
Information provided on this website is intended to be used as a general guide only. While it is as accurate and up-to-date as possible, Qld Health does not warrant or represent that any patient will be seen in a particular order or within a particular timeframe.

[About the data](#)

Contact information

[Hospital website](#)

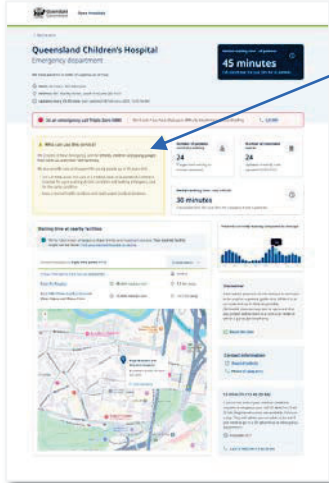
[Phone 07 3646 8111](#)



OFFICIAL: Sensitive
Real-time Data 100-Day Project - Website Concept
Facility Page Type 3 – Reduced Scope Facility

NOTE: Data presented is for illustrative purposes only and does not reflect real data.

Children’s Hospital Queensland
Emergency Department



Who can use this service?

We provide 24 hour emergency care for infants, children and young people from birth up until their 16th birthday.

We also provide care and support for young people up to 18 years who:

- are currently under the care of a medical team at Queensland Children's Hospital for a pre-existing chronic condition and seeking emergency care for the same condition
- have a mental health condition and need urgent medical attention.

PROOF OF CONCEPT
RTI RELEASE

SUBJECT: Real-Time Data 100-Day Project - Queensland Health Open Hospitals Website Demonstration invitation

ACTION REQUIRED BY 29 January 2025, prior to the demonstration of the Queensland Health Open Hospitals website on 1 February 2025.

RECOMMENDATION

It is recommended the Minister:

1. **Approve** the use of the Minister's e-signature on letters inviting stakeholders to attend a demonstration of the Queensland Health Open Hospitals Website (Attachment 1). The stakeholder group to be invited are provided in Attachment 2.

Approved / Not Approved

Comments:

Signed.....



Date.....

29.1.25

Hon Tim Nicholls MP, Minister for Health and Ambulance Services

<p>Author Name: Terri Price Position: Director Unit: ODDG, HPSP Tel No: Irrelevant Email address: Irrelevant@health.qld.gov.au Date Drafted: 28/01/2025</p>	<p>Content verified by (DDG/CE) Name: Naomi Hebson Position: A/DDG Division: HPSP Tel No: Irrelevant Email address: Irrelevant@health.qld.gov.au Date Verified: 28/01/2025</p>	<p>Director-General Endorsement Name: Dr David Rosengren</p>  <p>Date 28/01/2025</p>
--	---	--

BACKGROUND AND ISSUES

1. Queensland Health has developed a new website to give Queenslanders the ability to view hospital performance and wait times of major public emergency departments and minor injury and illness clinics in real-time.
2. The new website, called Queensland Health Open Hospitals, was designed to meet the Premier of Queensland's election commitment to unlock transparency in Queensland hospitals and deliver accountability for wait times, the number of patients waiting at emergency departments, and hospital bed counts, within 100 days.
3. It is proposed to demonstrate the website to a stakeholder group on 1 February 2025 at 3 pm, at the Premiers Hall, Parliament House.
4. The proposed stakeholder invitation list is at Attachment 2.
5. The new website is scheduled to be published on 2 February 2025 at 9.30 am. On this date, the Open Hospitals URL (<https://openhospitals.health.qld.gov.au>) will direct traffic to the new website.

SENSITIVITIES/RISKS

6. The Open Hospitals website is a public-facing platform which attracts public and media attention. A Privacy Impact Assessment was performed on 29 November 2024, for which one low rated risk was identified relating to potential variances between figures published on the new website and the actual experiences of consumers waiting at facilities. Controls have been implemented to manage this risk, including the inclusion of Legal Disclaimers and Frequently Asked Questions.
7. There is a risk that the website does not meet user expectations. Multiple rounds of User Acceptance Testing, Performance Testing, and consumer engagement were completed. Website design has been optimised where possible.
8. Human rights were not engaged by this website initiative.

RESOURCE/FINANCIAL IMPLICATIONS

9. Non-recurrent allocation of \$0.77 million from the Corporately Managed Budget in financial year 2024–25 is associated with implementation of real-time hospital data reporting, including planning, project delivery, consumer engagement, and technical development. To date, website development costs are approximately \$0.6 million.
10. Recurrent fiscal year allocation to support ongoing management and business as usual activities for the reporting of real-time data is still being determined.

RESULTS OF CONSULTATION

11. A Project Governance Committee was established on 15 November 2024, holding bi-monthly meetings throughout the initiative. Additionally, a Business Reference Group and Technical Working Group met weekly to manage the business operations and technical development aspects of the initiative, respectively.
12. Internal and external stakeholders including the Strategic Communications Branch, Health Consumers Queensland, Legal Services, and other subject matter experts were engaged to inform design decisions, mitigate risks, and develop strategic plans for the launch and ongoing management of the website.

ATTACHMENTS

13. Attachment 1. MIN LTR - To invite of invite to demonstration of the Queensland Health Open Hospitals Website
Attachment 2. Stakeholders Mail Merge



The Honourable Tim Nicholls MP
Minister for Health and Ambulance Services

1 William Street Brisbane Qld 4000
GPO Box 48 Brisbane
Queensland 4001 Australia
Telephone +61 7 3035 6100

C-ECTF-25/1445

Title First name/initial Last name
Occupational title (if relevant)
Organisation (if relevant)

Email: Include email address if provided

Dear Title Last name

I would like to invite you to a demonstration of the soon to be released Queensland Health Open Hospitals Website from 3 pm on 1 February 2025, at the Premiers Hall, Parliament House. As you would be aware, the development of real time performance data at our hospital's emergency departments was a key election commitment from the Crisafulli Government.

The Queensland Health Open Hospital Website, which will be available for public use, marks a significant step forward for Queensland Health in driving greater transparency and accountability in Queensland hospitals, while supporting increased public awareness of the health system.

The new website directly addresses the need to make hospital performance data easily accessible to the public by reporting patient capacity and occupancy metrics in real-time for the 25 major Queensland public hospital emergency departments and seven minor injury and illness clinics.

The new website will also address the need to assist the public in finding the right care for their condition closer to home, providing information on when to go to emergency and links to additional health services including 13HEALTH, Virtual Emergency Care Services, and the Healthdirect online symptom checker.

The Queensland Health Open Hospitals Website is one part of the Queensland Government's commitment to improving Queensland's health system and will be backed by increased resourcing and other initiatives to ensure patients and healthcare workers receive the support they need. We are excited about the potential this website holds and look forward to its continued impact on Queenslanders.

The Premier's Hall can be accessed via the Parliamentary Annexe, 69 Alice Street, Brisbane, Queensland 4000.

I look forward to sharing the website with you this coming Saturday prior to its public launch. Should you require any further information in relation to this matter, I have arranged for Mr Brenton Simpson, Senior Director, System Performance Branch, Department of Health, via email at **Irrelevant** [@health.qld.gov.au](mailto:Irrelevant@health.qld.gov.au), to be available to assist you.

Should you not be able to attend, please contact Mr Simpson to organise a demonstration of the site at a later date.

Yours sincerely

Tim Nicholls MP
Minister for Health and Ambulance Services
Member for Clayfield

RTI Release

Prepared by: Terri Price
Director
ODDG HPSP
Irrelevant
28 Jan 2025

Cleared by: Naomi Hebson
A/DDG HPSP
HPSP
Irrelevant
28 Jan 2025

RTI Release

SUBJECT: Real-Time Data 100-Day Project – Queensland Health Open Hospitals Website – Approval to Publish

ACTION REQUIRED BY – 1 February 2025, prior to proposed publication date of the Queensland Health Open Hospitals website on 2 February 2025.

RECOMMENDATION

It is recommended the Minister:

1. **Approve** the live publication of the new Queensland Health Open Hospitals Website to occur on 2 February 2025 at 5.30 am.


Approved / Not Approved

2. **Note** the proposed measures to be published via the Open Hospitals Website (Attachment 1) and the inclusion of 'About the Data' supplementary consumer information be published as a separate webpage (Attachment 2)

Noted / Not Noted

Comments:

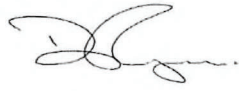
Signed.....



Date.....

12/1/25

Hon Tim Nicholls MP, Minister for Health and Ambulance Services

Author Name: Sandhya Furnivall Position: Principal Project Officer Unit: System Performance Branch Branch Tel No: Irrelevant Email: Irrelevant@health.qld.gov.au Date Drafted: 29 January 2025	Cleared by (Dir/Snr Dir) Name: Anita Rayner Position: Director Unit: System Performance Branch Tel No: Irrelevant Email: Irrelevant@health.qld.gov.au Date Cleared: 30 January 2025 <i>*Note clearance contact is also key contact for brief queries*</i>	Content verified by (DDG/CE) Name: Naomi Hebson Position: A/Deputy Director-General Division: Healthcare Purchasing and System Performance Tel No: Irrelevant Email: Irrelevant@health.qld.gov.au Date: 31 January 2025	Director-General Endorsement Name: Dr David Rosengren Signed  Date: 31 January 2025
--	---	--	---

BACKGROUND AND ISSUES

1. Queensland Health has developed a new website to give Queenslanders the ability to view hospital performance and wait times of major public emergency departments and minor injury and illness clinics in real-time. The new website, called Queensland Health Open Hospitals, was designed to meet the Government's election commitment to publish transparent real-time hospital data about Queensland hospitals, within 100 days.
2. On 2 February 2025, the Open Hospitals website is scheduled to be published. The URL (<https://openhospitals.health.qld.gov.au>) will direct traffic to the new website from 5.30 am, prior to a public announcement scheduled for 9.30 am.
3. The new website will publish real-time data for the 25 major Queensland public hospital emergency departments and seven minor injury and illness clinics across Queensland for the number of patients waiting and the median waiting time (Attachment 1). Real-time measures are refreshed every 15 to 30 minutes, noting that Permanent Treatment Spaces and 'Historical Average' for Patients Currently Waiting are not 'real-time' measures and are refreshed at longer intervals.
4. Measures on the website have been sourced from Queensland Health emergency departments' clinical systems, with Permanent Treatment Space numbers validated directly with Health Service Chief Executives.
5. Further detail to support the website and measures published, including a list of in-scope facilities, data sources, refresh frequency, and Frequently Asked Questions (FAQs), will be accessible via a link to the 'About the Data' sub-page (Attachment 2).
6. The website is not intended to provide guidance on which facility to attend in an emergency and will not display data for out-of-scope facilities. To manage consumer risk, the website provides information for additional health services and care options, including calling Triple Zero (000), Virtual Emergency Care Services, 13HEALTH, 'When to go to Emergency', and Healthdirect's 'Online Symptom Checker' and 'Service Finder'.
7. Future design enhancements have been documented for consideration post-go live.

SENSITIVITIES/RISKS

8. The Open Hospitals website is a public-facing platform which attracts public and media attention. A Privacy Impact Assessment was performed on 29 November 2024, for which one 'low' rated risk was identified relating to potential variances between figures published on the new website and the actual experiences of consumers waiting at facilities. Controls have been implemented to manage this risk, including the inclusion of Legal Disclaimers and FAQs.
9. There is a risk that the website does not meet user expectations. Multiple rounds of User Acceptance Testing, Performance Testing and consumer engagement were completed, and website design has been optimised where possible. Hypercare arrangements are in place from 2 to 17 February 2025, to support any technical or user-related issues following launch.

RESOURCE/FINANCIAL IMPLICATIONS

10. Non-recurrent allocation of \$0.77 million from the Corporately Managed Budget in financial year 2024-25 is associated with implementation of real-time hospital data reporting, including planning, project delivery, consumer engagement, and technical development. To date, website development costs are approximately \$0.6 million. Recurrent fiscal year allocation to support ongoing management and business-as-usual activities is still being determined.

RESULTS OF CONSULTATION

11. On 15 November 2024, a Project Governance Committee was established, holding bi-monthly meetings throughout the initiative with a final go-live decision meeting on 31 January 2025.
12. A Business Reference Group and Technical Working Group met weekly to manage the business operations and technical development aspects of the initiative, respectively.
13. Internal and external stakeholders including the Strategic Communications Branch, Health Consumers Queensland, Legal Services, and other subject matter experts were engaged to inform design decisions, mitigate risks, and develop strategic plans for the launch and ongoing management of the website (Attachment 3).

ATTACHMENTS

14. Attachment 1. Open Hospitals Measure Descriptions
Attachment 2. Open Hospitals About the Data
Attachment 3. RT 100 Day Data Project Stakeholder Engagement Register

ATTACHMENT 1

Queensland Health Open Hospitals Website - Measures Reported

OFFICIAL: Sensitive

Last Updated 30.01.2025

Measures Reported

The Queensland Health Open Hospitals website will publish near real-time data for the 25 major Queensland public hospital Emergency departments (ED) and 7 minor injury and illness clinics across Queensland for the following measures

1. Number of patients currently waiting

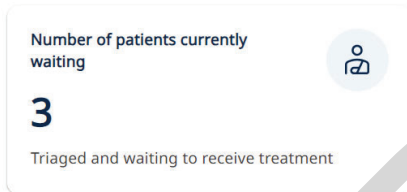
The total number of patients who have been triaged and are waiting to commence treatment in an ED or minor injury and illness clinic.

Patients may be asked to return to the waiting room once their treatment has commenced to wait for the next step of their care. These patients are not included in the total 'number of patients currently waiting.'

Refresh interval: ~15 minutes

Data source: Queensland Health emergency department clinical systems

Sample tile:



2. Median waiting time – all patients

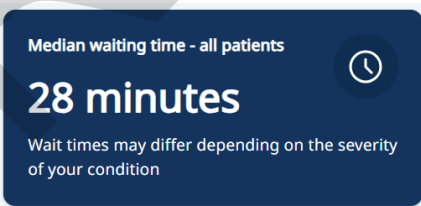
Within the last two hours, 50% of all patients who had been triaged (all triage categories) commenced treatment within this timeframe, and 50% of patients waited longer.

This measure is calculated on the time between triage and when a patient commences treatment. It is not indicative of the total time a patient may spend at the Emergency department or minor injury and illness clinic.

Refresh interval: ~15 minutes

Data source: Queensland Health emergency department clinical systems

Sample tile:



ATTACHMENT 1

Queensland Health Open Hospitals Website - Measures Reported

OFFICIAL: Sensitive

Last Updated 30.01.2025

3. Permanent treatment spaces

The total number of permanent treatment spaces in an ED or minor injury and illness clinic. Data is based on current counts and may be subject to change over time for a variety of reasons, including the availability of staff, admitted and non-admitted patient care requirements, and any other operational factors.

This measure captures the permanent capacity of the facility and does not indicate whether these spaces are currently in use or not in real-time.

Data source: Statewide Management Information System with validation from Queensland Health Hospital and Health Services (HHS)

Sample tile:



4. Patients currently waiting compared to average

“Currently waiting” displays the number of patients who have been triaged and are waiting to commence treatment in an ED or minor injury and illness clinic, at the current hour.

Patients may be asked to return to the waiting room once their treatment has commenced, and whilst they are waiting for the next step of their care. These patients are not included in the total ‘number of patients currently waiting.’

“Average waiting” displays the number of patients who were triaged and were waiting to commence treatment in the same hour, on the same day of the week, in the same month, in the same facility, averaged over the past 2 years.

The number of patients is determined using triage time and treatment commencement time.

Refresh interval: Hourly for current data. Annually for historical data.

Data source: Queensland Health emergency department clinical systems

Sample tile:



ABOUT THE DATA

TO BE PUBLISHED TO PRODUCTION ENVIRONMENT OF QUEENSLAND HEALTH OPEN HOSPITALS WEBSITE ON 28-JAN-2025, IN PREPARATION FOR FEB-25 GO-LIVE
UPDATED 30.01 FOLLOWING PREMIER DESIGN RECOMMENDATIONS

Open Hospitals - About the data

This Open Hospitals website currently publishes real-time information for 25 Queensland Health hospital emergency departments (EDs) and 7 minor injury and illness clinics.

Data is collected at each point of a patient's journey in these facilities, including:

- the time they 'check-in',
- when they are assessed by a triage nurse,
- when they are treated, and
- when they leave to return home or are admitted to a hospital ward to receive further care.

The data from a patient's steps through the ED or minor injury and illness clinic is then able to be collated, analysed and published to the Open Hospitals website. Data is currently refreshed every 15 to 30 minutes.

The real-time data metrics reported on the Open Hospitals website are calculated using the time of patient triage, and the time at which treatment is commenced.

Important: *The information on this website, particularly wait times, is provided for use as a general guide only and should not be relied upon, especially in emergency or life-threatening situations. Queensland Health aims to provide information that is accurate and up-to-date but cannot, and does not, warrant that information is accurate or current or that any individual will be seen within a particular time frame. Individuals are treated in order of the seriousness of the health condition they present with on arrival at the facility.*

If you or someone with you is having a medical emergency, call Triple Zero (000) immediately and ask for an ambulance.

ABOUT THE DATA

TO BE PUBLISHED TO PRODUCTION ENVIRONMENT OF QUEENSLAND HEALTH OPEN HOSPITALS WEBSITE ON 28-JAN-2025, IN PREPARATION FOR FEB-25 GO-LIVE
UPDATED 30.01 FOLLOWING PREMIER DESIGN RECOMMENDATIONS

Included facilities

Emergency departments

- Bundaberg Hospital
- Caboolture Hospital
- Cairns Hospital
- Gladstone Hospital
- Gold Coast University Hospital
- Gympie Hospital
- Hervey Bay Hospital
- Ipswich Hospital
- Logan Hospital
- Mackay Base Hospital
- Maryborough Hospital
- Mount Isa Hospital
- Nambour Hospital
- Princess Alexandra Hospital
- Queen Elizabeth II Jubilee Hospital
- Queensland Children's Hospital
- Redcliffe Hospital
- Redland Hospital
- Robina Hospital
- Rockhampton Hospital
- Royal Brisbane and Women's Hospital
- Sunshine Coast University Hospital
- The Prince Charles Hospital
- Toowoomba Hospital
- Townsville University Hospital

Minor injury and illness clinics

- Bribie Island Satellite Hospital (Yarun)
- Caboolture Satellite Hospital (Kabul)
- Eight Mile Plains Satellite Hospital (Maroo-goodji-ba)
- Kallangur Satellite Hospital (Kalangoor)
- Redland Satellite Hospital (Talwalpin Milbul)
- Ripley Satellite Hospital (Moodoombar Dabbil)
- Tugun Satellite Hospital (Banyahrmabah)

ABOUT THE DATA

TO BE PUBLISHED TO PRODUCTION ENVIRONMENT OF QUEENSLAND HEALTH OPEN HOSPITALS WEBSITE ON 28-JAN-2025, IN PREPARATION FOR FEB-25 GO-LIVE
UPDATED 30.01 FOLLOWING PREMIER DESIGN RECOMMENDATIONS

Definitions

Median waiting time

The median waiting time for treatment to commence following triage at a hospital ED or minor injury and illness clinic is defined as the time, in minutes, within which 50% of patients commenced treatment. The median waiting time is based on those patients commencing treatment in the last two hours.

This is a standard measure which is used to report the performance of Queensland's public emergency departments. This was previously only reported every quarter via the [Queensland Health Our Performance website](#).

Triage

When an individual arrives at an ED or minor injury and illness clinic for treatment, a qualified triage nurse assesses how urgent their condition is and assigns a category according to the Australasian Triage Scale (ATS). There are five triage categories (1 to 5), where 1 is most urgent and 5 is least urgent. The triage system ensures people most in need of care are treated first. Patients are seen in order of medical priority and not in order of arrival at the hospital.

Time at which treatment is commenced

The time at which treatment is commenced refers to the earliest time at which a treating clinician or specified health professional on duty provides 'meaningful treatment' to a patient, concluding the patients waiting time.

Meaningful treatment relates to the active management of a patient following the completion of the initial Triage process (e.g. when a patient is given pain medication to relieve their symptoms).

Treatment space

A treatment space is generally a location within an ED or minor injury and illness clinic where patients receive clinical care, treatment or monitoring. A treatment space may be a room, a trolley, or a chair. Each facility determines what a treatment space is based on their local setup and operations.

ABOUT THE DATA

TO BE PUBLISHED TO PRODUCTION ENVIRONMENT OF QUEENSLAND HEALTH OPEN HOSPITALS WEBSITE ON 28-JAN-2025, IN PREPARATION FOR FEB-25 GO-LIVE
UPDATED 30.01 FOLLOWING PREMIER DESIGN RECOMMENDATIONS

Measures

Number of patients currently waiting

The total number of patients who have been triaged and are waiting to commence treatment in an ED or minor injury and illness clinic.

Patients may be asked to return to the waiting room once their treatment has commenced to wait for the next step of their care. These patients are not included in the total 'number of patients currently waiting.'

Refresh interval: ~15 minutes

Data source: Queensland Health emergency department clinical systems

Median waiting time - all patients

Within the last two hours, 50% of all patients who had been triaged (all triage categories) commenced treatment within this timeframe, and 50% of patients waited longer.

This measure is calculated on the time between triage and when a patient commences treatment. It is not indicative of the total time a patient may spend at the Emergency department or minor injury and illness clinic.

Refresh interval: ~15 minutes

Data source: Queensland Health emergency department clinical systems

Permanent treatment spaces

The total number of permanent treatment spaces in an ED or minor injury and illness clinic. Data is based on current counts and may be subject to change over time for a variety of reasons, including the availability of staff, admitted and non-admitted patient care requirements, and any other operational factors.

This measure captures the permanent capacity of the facility and does not indicate whether these spaces are currently in use or not in real-time.

ABOUT THE DATA

TO BE PUBLISHED TO PRODUCTION ENVIRONMENT OF QUEENSLAND HEALTH OPEN HOSPITALS WEBSITE ON 28-JAN-2025, IN PREPARATION FOR FEB-25 GO-LIVE
UPDATED 30.01 FOLLOWING PREMIER DESIGN RECOMMENDATIONS

Data source: Statewide Management Information System with validation from Queensland Health Hospital and Health Services (HHS)

Patients currently waiting compared to average

“Currently waiting” displays the number of patients who have been triaged and are waiting to commence treatment in an ED or minor injury and illness clinic, at the current hour.

Patients may be asked to return to the waiting room once their treatment has commenced, and whilst they are waiting for the next step of their care. These patients are not included in the total ‘number of patients currently waiting.’

“Average waiting” displays the number of patients who were triaged and were waiting to commence treatment in the same hour, on the same day of the week, in the same month, in the same facility, averaged over the past 2 years. For those facilities which have been open less than 12 months, an annual average has been applied.

The number of patients is determined using triage time and treatment commencement time.

Refresh interval: Hourly for current data. Annually for historical data.

Data source: Queensland Health emergency department clinical systems

ABOUT THE DATA

TO BE PUBLISHED TO PRODUCTION ENVIRONMENT OF QUEENSLAND HEALTH OPEN HOSPITALS WEBSITE ON 28-JAN-2025, IN PREPARATION FOR FEB-25 GO-LIVE
UPDATED 30.01 FOLLOWING PREMIER DESIGN RECOMMENDATIONS

Errors and Warnings

“Real time data is currently unavailable” alert

The Open Hospitals website pulls data from the clinical systems of each facility, processes it, and displays it on the website. While every effort is made to ensure data is retrieved in real time, delays may occur. If data has not been refreshed for more than 4 hours, the displayed metrics will appear as “unavailable” until normal service is fully restored.

Blank or “-“values

Thresholds on all measures have been implemented during periods of low occupancy to prevent the identification of patients in waiting rooms, and to ensure results derived are statistically meaningful and reflective of the overall dataset. As a result, users may encounter data that is noted as “-“where thresholds are not met.

ABOUT THE DATA

TO BE PUBLISHED TO PRODUCTION ENVIRONMENT OF QUEENSLAND HEALTH OPEN HOSPITALS WEBSITE ON 28-JAN-2025, IN PREPARATION FOR FEB-25 GO-LIVE
UPDATED 30.01 FOLLOWING PREMIER DESIGN RECOMMENDATIONS

Frequently Asked Questions

Why are there more/less people physically in the Emergency department than stated on the website?

There could be several reasons why the number of people physically present in an emergency department or minor injury and illness clinic is different to data reported on the website:

- Some individuals in the waiting room may not be waiting for care. In some cases, patients in the waiting room could have commenced meaningful treatment (e.g. wound dressing, pain relief) or could be waiting to receive the results from a diagnostic test.
- During busy periods, temporary waiting areas or overflow sections may be used to accommodate higher volumes of patients.
- Some hospitals have a separate waiting room for patients who arrive by Queensland Ambulance Service (QAS) on stretchers. These patients may not be visible to those in the general waiting room.
- Some patients may be moved from the waiting room to a treatment space but are still waiting for their treatment to commence.
- Some individuals in the waiting room may not be patients. Family members, friends or loved ones can accompany and offer support to patients who are seeking care.

Why have I been waiting longer than the median waiting time shown on the website?

The median waiting time displayed on the website is calculated based on the patients who presented and commenced treatment within the preceding 120 minutes.

Emergency departments and minor injury and illness clinics are fast-paced, dynamic environments where conditions can change rapidly. The number of incoming patients and the complexity and severity of their conditions can impact the order in which existing patients are seen, and the waiting time they experience.

Our goal is to provide the best possible care to each patient. While efforts are made to ensure all patients receive quality care within the clinically

ABOUT THE DATA

TO BE PUBLISHED TO PRODUCTION ENVIRONMENT OF QUEENSLAND HEALTH OPEN HOSPITALS WEBSITE ON 28-JAN-2025, IN PREPARATION FOR FEB-25 GO-LIVE
UPDATED 30.01 FOLLOWING PREMIER DESIGN RECOMMENDATIONS

recommended time frame, patients with life-threatening conditions and/or critical needs are seen and treated with priority.

The website stated that the median wait time at my local facility was 50 minutes. Why did it take 3 hours from arrival at the facility to the time I was sent home?

The median wait time calculates the time between a patient being triaged to the time the patient commences treatment. It does not mean the total time a patient may spend at the Emergency department or minor injury and illness clinic.

Why isn't my local facility listed?

This website only reports data for Queensland's largest public emergency departments and minor injury and illness clinics. Location searches for other facilities, such as other public hospitals, urgent care clinics, private hospitals, GPs, pharmacies and other treatment centres can be accessed via the [Health Direct website](#).

ATTACHMENT 3

Queensland Health Open Hospitals Website – Stakeholders

OFFICIAL: Sensitive

Last Updated 23.01.2025

Stakeholders engaged

The Real Time 100 Day Project required engagement with a range of Queensland Health and external stakeholders to provide input and feedback for the RT 100 Day Data Project and the resulting Open Hospitals website.

1. Project Governance Committee

The Public Reporting Governance Committee (the “Governance Committee”) was established in November 2024, tasked with providing the overall direction and management of the Queensland Health Open Hospitals website and the Real-Time Data Project in terms of business, user and supplier interests and decision making to support the accountability of the Project Executive within the constraints set out by other departmental governance committees.

The committee met on the following dates for a duration of one (1) hour.

- 15 November 2024
- 29 November 2024
- 13 December 2024
- 10 January 2025
- 24 January 2025

The committee comprises of members and advisors, including:

- Healthcare Purchasing and System Performance Division;
- eHealth Queensland;
- Office of the First Nations Health Officer;
- Statistical Services Branch;
- Corporate Services Division
- Clinical Excellence Queensland;
- Clinical Planning & Service Strategy Division
- Strategy, Policy & Reform;
- Office of the Chief First Nations Health Officer;
- Queensland Ambulance Services;
- Health Consumers Queensland; and
- HHS Chief Executive and Chief Operating Officer Representatives.

Members

Member	Role / Department
Naomi Hebson (Chair) ¹²	A/Deputy Director-General, Healthcare Purchasing and System Performance (Chair and SRO)
Brenton Simpson (BS)	Senior Director, System Performance Branch (Project Executive)
Tanya Kelly (TK)	Acting Deputy Director General, eHQ

¹ The Governance committee was initially established with Chair Mel Carter, former Deputy Director-General, Healthcare Purchasing and System Performance. Mel attended the meeting held 15 November 2025 only.

² Karen Bayntun was proxy for Naomi during the meeting held 10 January 2025.

ATTACHMENT 3

Queensland Health Open Hospitals Website – Stakeholders

OFFICIAL: Sensitive

Last Updated 23.01.2025

Mark Richards (MR)	Senior Director Digital Innovation & Strategy, SAISB
Tracey Walker (TW)	Executive Director Strategic Comm, Strategic Communications Branch
Helen Brown (HB)	DDG Clinical Excellence Division
Haylene Grogan (HG)	Chief First Nations Health Officer, First Nations Health Office
Colleen Jen (CJ)	DDG Clinical Planning & Service Strategy, Clinical Planning & Service Strategy Division
Peter Gillies (PG)	Health Service Chief Executive, SC HHS
Damian Green (DG)	DDG Corporate Services Division
Peta Bryant (PB)	Deputy Director General, Strategy Policy & Reform
Joanne Shaw (JS)	Chief Operating Officer, SC HHS
Jackie Hanson (JH)	Health Service Chief Executive, Metro North Hospital and Health Service
Joanne Johnson (JJ)	Executive Director Clinical Services, COO Division
Megan Kronk (MK)	Senior Director, Statistical Services Branch

Advisors

Advisor / Observer	Role / Department
Sally Wuersching (SW)	Deputy Commissioner, Queensland Ambulance Services (proxy for)
Keith Tracey-Patte (KTP)	CEO, Health Consumers Queensland (HCQ)
Anita Rayner (AR)	Director Performance Partnerships, System Performance Branch (Project Lead)
Solmaz Daryani (SD)	eHQ Clinical Program (Project Manager Technical)
Paul de Waard (PdW)	Director, SPR Online and Data Integrity, System Performance Branch
Sandhya Furnivall (SF)	Project Support, System Performance Branch
Graham Hall (GH)	Director Analytics and Systems, Patient Safety and Quality CEQ
Toni Cash (TC)	Director CBI, SAISB Leads
Anand Veeramallu (AV)	Director, Clinical Program eHealth Queensland
Stephen Wernicke (SW)	Director Online, Strategic Communications Branch
Colleen Smyth (CS)	Director, FNHO Strategy & Policy Branch

ATTACHMENT 3

Queensland Health Open Hospitals Website – Stakeholders

OFFICIAL: Sensitive

Last Updated 23.01.2025

2. Technical Working Group

The Technical Working Group (the “TWG”) was established in November 2024, tasked with overseeing the operational management of the Queensland Health Open Hospitals website and the Real-Time Data Project in terms of technical architecture, design and build.

The committee first met on 20 November 2024 and held weekly meetings for a duration of one (1) hour. The technical working group also met for daily stand-ups (status update meetings) from December 2024 onwards.

Representatives from the following Queensland Health teams were included in these meetings on an as-needed basis.

- Healthcare Purchasing and System Performance Division
- Strategic Services Branch
- eHealth Queensland
- Clinical Excellence Queensland;
- Clinical and Business Intelligence
- Cloud Services
- CHDE

3. Business Reference Group

The Business Reference Group (the “BRG”) was established in November 2024, tasked with overseeing the operational management of the Queensland Health Open Hospitals website and the Real-Time Data Project in terms of business and consumer-related design and project management.

The committee first met on 22 November 2024 and held weekly meetings for a duration of one (1) hour. Key participants including Directors and Project Managers from the BRG also met for weekly stand-ups (status update meetings) from November 2024 onwards.

Representatives from the following Queensland Health teams were included in these meetings on an as-needed basis.

- System Performance Branch
- Strategic Communications Branch
- Strategic Services Branch
- Clinical Program eHealth Queensland
- Health Contact Centre
- Clinical Excellence Queensland
- MN Virtual Services
- ODDG
- Queensland Virtual Hospitals

4. External Engagement

External stakeholders were engaged throughout the RT 100 Day Data Project to provide subject matter expertise and consumer testing to assist in the refinement of design, strategic communication plans and media enquiries.

ATTACHMENT 3

Queensland Health Open Hospitals Website – Stakeholders

OFFICIAL: Sensitive

Last Updated 23.01.2025

The following representatives were consulted;

- 12 consumers from the Consumer Advisory Group (CAG) were engaged to participate in two workshops, arranged by Health Consumers Queensland. The group tested the prototypes of the Open Hospitals website on 5 December 2024, with two consumers selected for a final round of testing on the Production website on 16 January 2025.
- The Director for System Performance Support from NSW Health was consulted on 10 January 2025 to understand media enquiries, functionality, and usefulness of the NSW Health Emergency Department Wait Times website.