Hospital and Health Service assessment template

(HHS to return to the Department)

**Click or tap here to enter text. Hospital and Health Service**

Service Review - HHS assessment template

Phase 2: Designing (or redesigning) clinical services to better meet consumers’ needs (Hospital and Health Service Level)

Revision history

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| Revision date | Version number | Name | Description of revision |
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Approvals

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Please do not delete any of the pre-populated sections of this template. Additional information accepted.

Contents

[Purpose of this document 3](#_Toc103084743)

[2.1 Identify the clinical service needs and issues 4](#_Toc103084744)

[2.2 Prioritise the clinical service needs 5](#_Toc103084745)

[2.3 Identify clinical service directions, develop/analyse service options and develop objectives and strategies 6](#_Toc103084746)

[2.4 Summary of proposed service changes 7](#_Toc103084747)

## Purpose of this document

This document is part two of two templates that has been designed to support clinical service reviews at Hospital and Health Service level, incorporating:

* prioritising the health service needs
* identifying the health service directions
* developing and analysing service options
* developing objectives and strategies.

Service issues identified from individual facility service reviews are to be consolidated and prioritised within this document.

The template presents a consolidated list of clinical service needs and issues identified across the *[Guide to engagement and consultation on clinical service review](https://www.health.qld.gov.au/clinical-practice/guidelines-procedures/service-delivery/cscf/hospitals/public)*.

* 1. Identify the clinical service needs and issues
1. Please review the population and service information described above. Identify key health and/or service issues (or other patterns/themes) observed, where supported by multiple sources of evidence (i.e. triangulation). Please take note of the Identifier used across Sections 2.2, 2.3 and 2.4.

|  |  |  |
| --- | --- | --- |
| **ID** | **Identified need** | **Identified key health and/or service issues** |
| **Supporting evidence** | **Comment** |
| **A** |  | Section 2.2.1 Analysis of relevant data and service information |  |
| Section 2.2.2 Consumer and community feedback and information |  |
| Section 2.2.3 Clinician feedback and information |  |
| **B** |  | Section 2.2.1 Analysis of relevant data and service information |  |
| Section 2.2.2 Consumer and community feedback and information |  |
| Section 2.2.3 Clinician feedback and information |  |
| **C** |  | Section 2.2.1 Analysis of relevant data and service information |  |
| Section 2.2.2 Consumer and community feedback and information |  |
| Section 2.2.3 Clinician feedback and information |  |
| **D** |  | Section 2.2.1 Analysis of relevant data and service information |  |
| Section 2.2.2 Consumer and community feedback and information |  |
| Section 2.2.3 Clinician feedback and information |  |

* 1. Prioritise the clinical service needs
1. For each identified need, assess the risk to the health system if the need is not met, indicate how resolving the identified health and/or service issues would improve health system performance, and consider potential sensitivities to change among key stakeholder groups. Assign priority. Please take note of the Identifier used across Sections 2.1, 2.3 and 2.4.

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| --- | --- | --- | --- | --- |
| **ID** | **Risk if need is not met (a)** | **Health system performance indicators (b)** | **Likelihood that need for change will be accepted** | **Priority** |
| **Accessibility** | **Appropriateness** | **Continuity of care** | **Effectiveness** | **Efficiency and sustainability** | **Safety** | **By consumers and communities** | **By clinician and organisations** |  |
| **A** | Overall risk rating | Choose an item. | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | Choose an item. | Choose an item.  |  |
| **B** | Overall risk rating | Choose an item. | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | Choose an item. | Choose an item.  |  |
| **C** | Overall risk rating | Choose an item. | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | Choose an item. | Choose an item.  |  |
| **D** | Overall risk rating | Choose an item. | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | Choose an item. | Choose an item.  |  |

**Notes:**

1. Please refer to the [Department of Health Enterprise risk management framework](https://qheps.health.qld.gov.au/csd/business/risk-and-audit-services/risk-services/toolkit/enterprise-risk-management-framework) when assessing the overall risk rating and area of consequence most affected for each identified need. For more information, please see the [Department of Health Risk management toolkit](https://qheps.health.qld.gov.au/csd/business/risk-and-audit-services/risk-services/toolkit). In the event a new health system risk of medium to very high risk rating is identified, please report and communicate as appropriate.
2. Please refer to the [Australian Institute of Health and Welfare’s Australian Health Performance Framework Overview, 2019](https://www.aihw.gov.au/getmedia/fc3986e1-782d-4759-ad2d-24e1b649e4c4/Map-and-descriptions-of-the-AHPF-framework.pdf.aspx) when assessing each identified need. For more information, please see the [Australian Institute of Health and Welfare’s Australian Health Performance Framework webpage](https://www.aihw.gov.au/reports-data/indicators/australias-health-performance-framework).
	1. Identify clinical service directions, develop/analyse service options and develop objectives and strategies
3. For each prioritised need, consider potential clinical service directions. The directions should relate directly to the key health and/or service issues identified in Section 2.1, and be specific, measurable, attainable, relevant and time-bound to enable effective performance monitoring. Please use the appropriate Identifier to indicate which of the needs identified in Section 2.1 have been prioritised following Section 2.2.
4. For each clinical service direction, consider potential options for service change. There should be a clear relationship between the clinical service direction, desired outcomes and potential options for service change.

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| --- | --- | --- | --- | --- | --- | --- |
| **ID** | **Clinical service direction** | **Alignment with Guide to engagement and consultation on clinical service review objectives (a)** | **Potential options for service change** | **Alignment with System Outlook (b)** | **Potential leads** | **Additional resources required** |
| **Obj 1** | **Obj 2** | **Obj 3** | **Obj 4** | **Other** | **T** | **O** | **G** |
| … |  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |  | ☐ | ☐ | ☐ |  | Choose an item. |
| … |  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |  | ☐ | ☐ | ☐ |  | Choose an item. |
| … |  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |  | ☐ | ☐ | ☐ |  | Choose an item. |

**Notes:**

1. Please refer to the [*Guide to engagement and consultation on clinical service review*](https://www.health.qld.gov.au/clinical-practice/guidelines-procedures/service-delivery/cscf/hospitals/public)when indicating alignment between the health service direction and [*Guide to engagement and consultation on clinical service review*](https://www.health.qld.gov.au/clinical-practice/guidelines-procedures/service-delivery/cscf/hospitals/public)objectives.

The [*Guide to engagement and consultation on clinical service review*](https://www.health.qld.gov.au/clinical-practice/guidelines-procedures/service-delivery/cscf/hospitals/public)objectives are also shown below for your convenience.

* 1. Improve knowledge of healthcare options and how to access preferred options
	2. Improve access to healthcare that meets the cultural needs of consumers, their families and communities
	3. Improve access to care from a well-trained, well-supported workforce
	4. Improve access to clinical, social, emotional and financial support for those who travel to receive healthcare
1. Please refer to the [System Outlook, 2019](https://qheps.health.qld.gov.au/spb/the-system-outlook) when indicating alignment between the potential service options and features of the system planning agenda: Transform, Optimise, Grow.
	1. Summary of proposed service changes

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| --- | --- | --- | --- | --- | --- |
| **Identified need**Refer to Section 2.1, Table column: Identified need | **Clinical service direction**Refer to Section 2.3, Table column: Clinical service direction | **Proposed service change**Refer to Section 2.3, Table column: Potential options for service change | **Target population** | **Description of next steps for service design/re-design**Refer to Section 2.1, Table column: Identified key health and/or service issues | **Estimated start/end date** |
|  |  |  | Choose an item. |  | Start | Mmm-YYYY |
| End | Mmm-YYYY |
|  |  |  | Choose an item. |  | Start | Mmm-YYYY |
| End | Mmm-YYYY |
|  |  |  | Choose an item. |  | Start | Mmm-YYYY |
| End | Mmm-YYYY |