

Index of charts and tables

Appendix 1

Charts

| | |
|--|----|
| Chart 1: Total occasions of service and specialist outpatient long waits | 6 |
| Chart 2: Expenses by four directorates and corporate services | 14 |
| Chart 3: Revenue by funding source..... | 14 |
| Chart 4: WAUs by purchasing category..... | 15 |
| Chart 5: WAU delivery performance by month..... | 15 |
| Chart 6: Expenditure by major category..... | 16 |
| Chart 7: 2015/16 ED presentations by facility..... | 19 |
| Chart 8: 2015/16 outpatient activity..... | 21 |

Tables

| | |
|--|----|
| Table 1: MOHRI Occupied Headcount by sex..... | 28 |
| Table 2: Professional stream MOHRI occupied FTE..... | 28 |
| Table 3: Sex and age profile as at June 2016 | 29 |
| Table 4: Women in professional streams as at June 2016 | 29 |
| Table 5: Advertised vacancies 2015–16 | 30 |
| Table 6: Board member attendance | 38 |
| Table 7: Board member attendance for those appointed 18 May 2016 | 38 |
| Table 8: Board member appointment dates | 38 |

Glossary of terms

Appendix 2

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| Accessible | Accessible healthcare is characterised by the ability of people to obtain appropriate healthcare at the right place and right time, irrespective of income, cultural background or geography. |
| Activity-based funding | <p>A management tool with the potential to enhance public accountability and drive technical efficiency in the delivery of health services by:</p> <ul style="list-style-type: none">• capturing consistent and detailed information on hospital sector activity and accurately measuring the costs of delivery• creating an explicit relationship between funds allocated and services provided• strengthening management’s focus on outputs, outcomes and quality• encouraging clinicians and managers to identify variations in costs and practices so they can be managed at a local level• in the context of improving efficiency and effectiveness• providing mechanisms to reward good practice and support quality initiatives. |
| Acute | Having a short and relatively severe course. |
| Acute care | <p>Care in which the clinical intent or treatment goal is to:</p> <ul style="list-style-type: none">• manage labour (obstetric)• cure illness or provide definitive treatment of injury• perform surgery• relieve symptoms of illness or injury (excluding palliative care)• reduce severity of an illness or injury• protect against exacerbation and/or complication of an illness and/or injury that could threaten life or normal function• perform diagnostic or therapeutic procedures. |
| Acute hospital | Generally a recognised hospital that provides acute care and excludes dental and psychiatric hospitals. |
| Admission | The process whereby a hospital accepts responsibility for a patient’s care and/or treatment. It follows a clinical decision, based on specified criteria, that a patient requires same-day or overnight care or treatment, which can occur in hospital and/or in the patient’s home (for hospital-in-the-home patients). |
| Admitted patient | A patient who undergoes a hospital’s formal admission process as an overnight-stay patient or a same-day patient. |
| Allied health staff | Professional staff who meet mandatory qualifications and regulatory requirements in the following areas: audiology; clinical measurement sciences; dietetics and nutrition; exercise physiology; leisure therapy; medical imaging; music therapy; nuclear medicine technology; occupational therapy; orthoptics; pharmacy; physiotherapy; podiatry; prosthetics and orthotics; psychology; radiation therapy; sonography; speech pathology and social work. |

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| Best practice | Cooperative way in which organisations and their employees undertake business activities in all key processes, and use benchmarking that can be expected to lead sustainable world-class positive outcomes. |
| Clinical governance | A framework by which health organisations are accountable for continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which excellence in clinical care will flourish. |
| Clinical practice | Professional activity undertaken by health professionals to investigate patient symptoms and prevent and/or manage illness, together with associated professional activities for patient care. |
| Clinical workforce | Staff who are or who support health professionals working in clinical practice, have healthcare specific knowledge/ experience, and provide clinical services to health consumers, either directly and/or indirectly, through services that have a direct impact on clinical outcomes. |
| Emergency department waiting time | Time elapsed for each patient from presentation to the emergency department to start of services by the treating clinician. It is calculated by deducting the date and time the patient presents from the date and time of the service event. |
| Full-time equivalent (FTE) | Refers to full-time equivalent staff currently working in a position. |
| Health reform | Response to the National Health and Hospitals Reform Commission Report (2009) that outlined recommendations for transforming the Australian health system, the National Health and Hospitals Network Agreement (NHHNA) signed by the Commonwealth and states and territories, other than Western Australia, in April 2010 and the National Health Reform Heads of Agreement (HoA) signed in February 2010 by the Commonwealth and all states and territories amending the NHHNA. |
| Hospital | Healthcare facility established under Commonwealth, state or territory legislation as a hospital or a free-standing day-procedure unit and authorised to provide treatment and/or care to patients. |
| Hospital and Health Boards | The Hospital and Health Boards are made up of a mix of members with expert skills and knowledge relevant to managing a complex health care organisation. |
| Hospital and Health Service | Hospital and Health Service (HHS) is a separate legal entity established by Queensland Government to deliver public hospital services. |
| Immunisation | Process of inducing immunity to an infectious agency by administering a vaccine. |

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| Incidence | Number of new cases of a condition occurring within a given population, over a certain period of time. |
| Indigenous health worker | An Aboriginal and/or Torres Strait Islander person who holds the specified qualification and works within a primary healthcare framework to improve health outcomes for Indigenous Australians. |
| Long wait | A 'long wait' elective surgery patient is one who has waited longer than the clinically recommended time for their surgery, according to the clinical urgency category assigned. That is, more than 30 days for a category 1 patient, more than 90 days for a category 2 patient and more than 365 days for a category 3 patient. |
| Medical practitioner | A person who is registered with the Medical Board of Australia to practice medicine in Australia, including general and specialist practitioners. |
| Nurse Navigator | Highly experienced nurses who have an in-depth understanding of the health system and who will assist patients with complex healthcare needs to navigate to and from their referring general practitioner and/or other primary care providers, through hospital, the community and back home again. |
| Non-admitted patient | A patient who does not undergo a hospital's formal admission process. |
| Non-admitted patient services | An examination, consultation, treatment or other service provided to a non-admitted patient in a functional unit of a health service facility. |
| Nurse practitioner | A registered nurse educated and authorised to function autonomously and collaboratively in an advanced and extended clinical role. The nurse practitioner role includes assessing and managing clients using nursing knowledge and skills and may include, but is not limited to, direct referral of clients to other healthcare professionals, prescribing medications, and ordering diagnostic investigations. |
| Occasions of service | An examination, consultation, treatment or other service provided to a non-admitted patient in a functional unit of a health service facility. |
| Outpatient | Non-admitted health service provided or accessed by an individual at a hospital or health service facility. |
| Outpatient service | Examination, consultation, treatment or other service provided to non-admitted non-emergency patients in a speciality unit or under an organisational arrangement administered by a hospital. |
| Overnight-stay patient | A patient who is admitted to, and separated from, the hospital on different dates (not same-day patients). |
| Patient flow | Optimal patient flow means the patient's journey through the hospital system, be it planned or unplanned, happens in the safest, most streamlined and timely way to deliver good patient care. |
| Performance indicator | A measure that provides an 'indication' of progress towards achieving the organisation's objectives usually has targets that define the level of performance expected against the performance indicator. |

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| Private hospital | A private hospital or free-standing day hospital, and either a hospital owned by a for-profit company or a non-profit organisation and privately funded through payment for medical services by patients or insurers patients admitted to private hospitals are treated by a doctor of their choice. |
| Public patient | A public patient is one who elects to be treated as a public patient, so cannot choose the doctor who treats them, or is receiving treatment in a private hospital under a contract arrangement with a public hospital or health authority. |
| Public hospital | Public hospitals offer free diagnostic services, treatment, care and accommodation to eligible patients. |
| Registered nurse | An individual registered under national law to practice in the nursing profession as a nurse, other than as a student. |
| Statutory bodies | A non-departmental government body, established under an Act of Parliament. Statutory bodies can include corporations, regulatory authorities and advisory committees/councils. |
| Sustainable | A health system that provides infrastructure, such as workforce, facilities and equipment, and is innovative and responsive to emerging needs, for example, research and monitoring within available resources. |
| Way-finding | Signs, maps and other graphic or audible methods used to convey locations and directions. |
| Weighted Activity Unit | A standard unit used to measure all patient care activity consistently. The more resource intensive an activity is, the higher the weighted activity unit. This is multiplied by the standard unit cost to create the 'price' for the episode of care. |

Glossary of acronyms

Appendix 3

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|----------------|--|--------------|---|
| ABF | Activity-based funding | ISAR | Identification of Seniors at Risk |
| ACHS | The Australian Council on Healthcare Standards | JEMS | Job Evaluation Management System |
| ART | Aged Response Teams | KPI | Key Performance Indicators |
| ATOD | Alcohol, Tobacco and Other Drugs | MAC | Matters Assessment Committee |
| BEMS | Building, Engineering and Maintenance Services | MGP | Midwifery Group Practice |
| CAG | Consumer Advisory Group | MHSO | Mental Health Service Organisation |
| CALD | Culturally and linguistically diverse | MHSS | Mental Health and Specialist Services |
| CCC | Crime and Corruption Commission | MoU | Memorandum of Understanding |
| CCCU | Children's Critical Care Unit | MOHRI | Minimum Obligatory Human Resource Information |
| CDU | Clinical Decision Unit | MM | Met with Merit |
| COAG | Council of Australian Governments | NATA | National Association of Testing Authorities |
| DABIT | Drug and Alcohol Brief Intervention Team | NEAT | National Emergency Access Target |
| DNA | Did not attend | NEST | National Elective Surgery Target |
| DNW | Did not wait | NICU | Neonatal Intensive Care Unit |
| EBP | Evidence Based Practice | NSQHS | National Safety and Quality Health Service |
| ECGO | Executive Control Group: Operations | QAO | Queensland Audit Office |
| ENT | Ear, nose, throat | QAS | Queensland Ambulance Service |
| EMR | Electronic Medical Record | QGIF | Queensland Government Insurance Fund |
| EMT | Executive Management Team | QWAU | Queensland Weighted Activity Units |
| EquIP | Evaluation and Quality Improvement Program | PARTY | Prevent Alcohol Risk-related Trauma in Youth |
| FAA | Financial Accountability Act | PID | Public Interest Disclosure |
| FBT | Fringe Benefit Tax | RACS | Royal Australasian College of Surgeons |
| FPMS | Finance and Performance Management Standard 2009 | RDA | Regional Development Authority |
| FRR | Financial Reporting Requirements | SCC | Statutory Compliance and Conduct |
| GC2018 | 2018 Commonwealth Games | SDS | Service Delivery Statement |
| GCH-LOL | Gold Coast Health-Learning On-line | STAR | Stimulating Action in Research |
| GCUH | Gold Coast University Hospital | WAU | Weighted Activity Units |
| GP | General Practitioner | WEHO | Workplace Equity and Harassment Officer |
| GOLDOC | Gold Coast 2018 Commonwealth Games Corporation | | |
| GST | Goods and Services Tax | | |
| HR | Human Resources | | |
| ICT | Information Communication Technology | | |
| ICU | Intensive Care Unit | | |
| IMT | Information Management and Technology | | |

Compliance checklist

Appendix 4

| Summary of requirement | Basis for requirement | Annual report reference |
|--|--|---|
| Letter of compliance | <ul style="list-style-type: none"> A letter of compliance from the accountable officer or statutory body to the relevant Minister/s | ARRs – section 8 3 |
| Accessibility | <ul style="list-style-type: none"> Table of contents Glossary | ARRs – section 10.1 4 86 |
| | <ul style="list-style-type: none"> Public availability | ARRs – section 10.2 2 |
| | <ul style="list-style-type: none"> Interpreter service statement | <i>Queensland Government Language Services Policy</i> ARRs – section 10.3 2 |
| | <ul style="list-style-type: none"> Copyright notice | <i>Copyright Act 1968</i> ARRs – section 10.4 2 |
| | <ul style="list-style-type: none"> Information Licensing | <i>QGEA – Information Licensing</i> ARRs – section 10.5 2 |
| General information | <ul style="list-style-type: none"> Introductory Information | ARRs – section 11.1 7 |
| | <ul style="list-style-type: none"> Agency role and main functions | ARRs – section 11.2 7, 18–25 |
| | <ul style="list-style-type: none"> Operating environment | ARRs – section 11.3 18–25 |
| Non-financial performance | <ul style="list-style-type: none"> Government’s objectives for the community | ARRs – section 12.1 8 |
| | <ul style="list-style-type: none"> Other whole-of-government plans / specific initiatives | ARRs – section 12.2 8–9 |
| | <ul style="list-style-type: none"> Agency objectives and performance indicators | ARRs – section 12.3 9 |
| | <ul style="list-style-type: none"> Agency service areas and service standards | ARRs – section 12.4 17 |
| Financial performance | <ul style="list-style-type: none"> Summary of financial performance | ARRs – section 13.1 14–16 |
| Governance – management and structure | <ul style="list-style-type: none"> Organisational structure | ARRs – section 14.1 40–41 |
| | <ul style="list-style-type: none"> Executive management | ARRs – section 14.2 36–39 |
| | <ul style="list-style-type: none"> Government bodies (statutory bodies and other entities) | ARRs – section 14.3 – |
| | <ul style="list-style-type: none"> <i>Public Sector Ethics Act 1994</i> | <i>Public Sector Ethics Act 1994</i> ARRs – section 14.4 26 |
| | <ul style="list-style-type: none"> Queensland public service values | ARRs – section 14.5 8 |

Compliance checklist (continued)

| Summary of requirement | Basis for requirement | Annual report reference | |
|--|--|--|-------|
| Governance – risk management and accountability | <ul style="list-style-type: none"> • Risk management | ARRs – section 15.1 | 42–44 |
| | <ul style="list-style-type: none"> • Audit committee | ARRs – section 15.2 | 37 |
| | <ul style="list-style-type: none"> • Internal audit | ARRs – section 15.3 | 43 |
| | <ul style="list-style-type: none"> • External scrutiny | ARRs – section 15.4 | 42 |
| | <ul style="list-style-type: none"> • Information systems and recordkeeping | ARRs – section 15.5 | 44 |
| Governance – human resources | <ul style="list-style-type: none"> • Workforce planning and performance | ARRs – section 16.1 | 30–31 |
| | <ul style="list-style-type: none"> • Early retirement, redundancy and retrenchment | Directive No.11/12 <i>Early Retirement, Redundancy and Retrenchment</i> ARRs – section 16.2 | 31 |
| Open Data | <ul style="list-style-type: none"> • Consultancies | ARRs – section 17 ARRs – section 34.1 | 44 |
| | <ul style="list-style-type: none"> • Overseas travel | ARRs – section 17 ARRs – section 34.2 | 44 |
| | <ul style="list-style-type: none"> • Queensland Language Services Policy | ARRs – section 17 ARRs – section 34.3 | 44 |
| Financial statements | <ul style="list-style-type: none"> • Certification of financial statements | FAA – section 62 FPMS – sections 42, 43 and 50 ARRs – section 18.1 | 82 |
| | <ul style="list-style-type: none"> • Independent Auditor’s Report | FAA – section 62 FPMS – section 50 ARRs – section 18.2 | 83 |

FAA *Financial Accountability Act 2009*

FPMS *Financial and Performance Management Standard 2009*

ARRs *Annual report requirements for Queensland Government agencies*

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