




Speech By
Hon. Dr Steven Miles
MEMBER FOR MURRUMBA

Record of Proceedings, 8 March 2018

MINISTERIAL STATEMENTS

Health System, Nurse Navigators

 **Hon. SJ MILES** (Murrumba—ALP) (Minister for Health and Minister for Ambulance Services) (10.07 am): Spending time in hospital can be daunting enough without having to navigate the health system, so it is important that we make the patient journey as easy as we possibly can. This government recognises that and has committed to employing 400 nurse navigators across Queensland over a four-year period. Since we invested \$105 million in this new model of care, patient outcomes have already been improving. Our nurse navigators are assisting their patients through the entire health system—from their primary provider through to hospital based care to recovery at home. They have a wealth of clinical skills and experience that enables them to determine the healthcare requirements of high-need patients. They can identify the best course of action and facilitate timely access to appropriate services.

In the past 12 months Queensland Health has introduced 191 nurse navigator positions across all hospital and health services, with a further 49 expected to be introduced by June 2018. Patients who have an appointed nurse navigator are experiencing fewer emergency department presentations, fewer unnecessary hospital admissions and fewer avoidable readmissions than ever before. They have an experienced nurse alongside them at every step of their healthcare journey, asking the questions that need to be asked and helping them understand their conditions.

There are also benefits for the health system. The more efficient use of resources ultimately leads to a reduction in system-wide costs. It has been two years since the first Queensland nurse navigators commenced and the results have been exceptional. This initiative places the focus back on the patient—where it belongs. With this great initiative continuing, our goal of Queenslanders being amongst the healthiest people in the world by 2026 is looking very promising. We have worked hard to help Queensland's hospital and health services rebuild front-line healthcare services and grow the state's nursing workforce. This government appreciates that a highly skilled and well supported nursing workforce is vital to patient safety and the best possible healthcare outcomes.