

Question on Notice
No. 490
Asked on 5 June 2014

MRS MILLER asked the Minister for Health (MR SPRINGBORG)-

QUESTION:

Will the Minister (a) provide trend data from 2012 for the percentage of specialist outpatients waiting within clinically recommended times by (i) category, (ii) reporting hospital and (iii) Hospital and Health Service (HHS) and (b) advise what strategies have been prepared by the system manager and each HHS to address specialist outpatients waiting list performance?

ANSWER:

I thank the Honourable Member for Bundamba for her question.

(a) Data relating to specialist outpatient waiting times is as follows:

Specialist Outpatients, percentage waiting within clinically recommended times for Category 1

Hospital / HHS	as at 1 Oct 2012	as at 1 Jan 2013	as at 1 Apr 2013	as at 1 Jul 2013	as at 1 Oct 2013	as at 1 Jan 2014	as at 1 Mar 2014
Atherton Hospital	47%	38%	42%	32%	46%	46%	45%
Cairns Base Hospital	34%	26%	34%	38%	39%	33%	44%
Innisfail Hospital	30%	10%	13%	17%	15%	8%	24%
Cairns and Hinterland HHS	34%	25%	33%	36%	37%	31%	43%
Emerald Hospital	45%	62%	25%	82%	38%	35%	62%
Gladstone Hospital	47%	33%	43%	36%	37%	35%	36%
Rockhampton Base Hospital	28%	27%	38%	41%	35%	23%	32%
Central Queensland HHS	30%	28%	39%	41%	35%	25%	33%
Royal Children's Hospital	40%	38%	62%	63%	70%	58%	69%
Children's Health HHS	40%	38%	62%	63%	70%	58%	69%
Kingaroy Hospital	11%	4%	20%	13%	10%	13%	12%
Toowoomba Hospital	38%	33%	48%	52%	47%	35%	43%
Darling Downs HHS	35%	29%	43%	46%	42%	32%	36%
Gold Coast Hospital	39%	31%	44%	48%	-	-	-
Gold Coast University Hospital	-	-	-	-	54%	36%	42%
Gold Coast HHS	39%	31%	44%	48%	54%	36%	42%
Mackay Base Hospital	44%	43%	47%	37%	45%	30%	34%
Mackay HHS	44%	43%	47%	37%	45%	30%	34%
Caboolture Hospital	62%	80%	84%	89%	89%	93%	94%
Redcliffe Hospital	57%	48%	52%	46%	41%	45%	62%
Royal Brisbane and Women's Hospital	-	-	-	49%	53%	45%	41%
The Prince Charles Hospital	51%	33%	39%	49%	37%	36%	51%
Metro North HHS	66%	48%	49%	51%	47%	45%	51%
Beaudesert Hospital	83%	53%	29%	0%	31%	38%	67%
Logan Hospital	62%	42%	56%	1%	58%	39%	46%
Queen Elizabeth II Jubilee Hospital	46%	33%	41%	47%	42%	49%	64%
Redland Hospital	74%	59%	66%	59%	53%	54%	68%
Metro South HHS	57%	40%	50%	37%	49%	44%	54%
Mount Isa Hospital	35%	19%	27%	38%	35%	25%	43%
North West HHS	35%	19%	27%	38%	35%	25%	43%
Caloundra Hospital	32%	26%	48%	81%	73%	74%	77%
Gympie Hospital	59%	35%	42%	54%	57%	36%	40%
Nambour Hospital	61%	51%	62%	59%	58%	58%	71%
Sunshine Coast HHS	59%	47%	59%	59%	59%	56%	67%
Townsville Hospital	24%	24%	33%	31%	29%	28%	43%
Townsville HHS	24%	24%	33%	31%	29%	28%	43%
Ipswich Hospital	72%	60%	71%	80%	73%	74%	93%
West Moreton HHS	72%	60%	71%	80%	73%	74%	93%
Bundaberg Hospital	39%	38%	40%	47%	44%	39%	52%
Hervey Bay Hospital	39%	41%	50%	43%	55%	41%	69%
Maryborough Hospital	27%	27%	25%	32%	30%	15%	31%
Wide Bay HHS	37%	37%	40%	43%	44%	35%	52%

Specialist Outpatients, percentage waiting within clinically recommended times for Category 2

Hospital / HHS	as at 1 Oct 2012	as at 1 Jan 2013	as at 1 Apr 2013	as at 1 Jul 2013	as at 1 Oct 2013	as at 1 Jan 2014
Atherton Hospital	65%	58%	62%	59%	59%	55%
Cairns Base Hospital	34%	38%	38%	34%	32%	29%
Innisfail Hospital	48%	45%	46%	42%	37%	30%
Cairns and Hinterland HHS	36%	39%	39%	35%	33%	30%
Emerald Hospital	96%	75%	69%	69%	63%	73%
Gladstone Hospital	61%	54%	63%	57%	59%	63%
Rockhampton Base Hospital	29%	26%	26%	30%	29%	33%
Central Queensland HHS	33%	29%	30%	33%	31%	36%
Royal Children's Hospital	43%	40%	42%	50%	55%	51%
Children's Health HHS	43%	40%	42%	50%	55%	51%
Kingaroy Hospital	22%	22%	15%	18%	15%	11%
Toowoomba Hospital	18%	18%	18%	20%	28%	32%
Darling Downs HHS	19%	19%	17%	20%	25%	28%
Gold Coast Hospital	28%	27%	28%	33%	-	-
Gold Coast University Hospital	-	-	-	-	51%	28%
Gold Coast HHS	28%	27%	28%	33%	51%	28%
Mackay Base Hospital	51%	47%	45%	44%	36%	28%
Mackay HHS	51%	47%	45%	44%	36%	28%
Caboolture Hospital	59%	50%	55%	58%	52%	53%
Redcliffe Hospital	34%	32%	32%	36%	31%	30%
Royal Brisbane and Women's Hospital	-	-	-	27%	24%	23%
The Prince Charles Hospital	50%	39%	39%	42%	43%	39%
Metro North HHS	45%	38%	39%	35%	32%	30%
Beauresort Hospital	58%	57%	52%	32%	46%	39%
Logan Hospital	33%	38%	31%	11%	27%	28%
Queen Elizabeth II Jubilee Hospital	31%	34%	40%	40%	34%	41%
Redland Hospital	47%	47%	45%	46%	41%	41%
Metro South HHS	35%	38%	36%	25%	31%	34%
Mount Isa Hospital	41%	37%	34%	44%	43%	48%
North West HHS	41%	37%	34%	44%	43%	48%
Caloundra Hospital	44%	43%	44%	61%	64%	60%
Gympie Hospital	57%	45%	50%	49%	53%	54%
Nambour Hospital	40%	40%	35%	36%	31%	33%
Sunshine Coast HHS	41%	40%	37%	38%	34%	36%
Townsville Hospital	29%	28%	25%	27%	24%	25%
Townsville HHS	29%	28%	25%	27%	24%	25%
Ipswich Hospital	60%	55%	49%	46%	46%	45%
West Moreton HHS	60%	55%	49%	46%	46%	45%
Bundaberg Hospital	34%	41%	45%	55%	60%	74%
Hervey Bay Hospital	56%	53%	46%	56%	54%	56%
Maryborough Hospital	36%	35%	44%	47%	56%	54%
Wide Bay HHS	42%	44%	45%	54%	56%	63%

Specialist Outpatients, percentage waiting within clinically recommended times for Category 3

Hospital / HHS	as at 1 Oct 2012	as at 1 Jan 2013	as at 1 Apr 2013	as at 1 Jul 2013	as at 1 Oct 2013	as at 1 Jan 2014	as at 1 Mar 2014
Atherton Hospital	99%	97%	98%	96%	94%	92%	90%
Cairns Base Hospital	72%	70%	69%	66%	61%	57%	52%
Innisfail Hospital	89%	89%	87%	81%	69%	63%	58%
Cairns and Hinterland HHS	73%	71%	70%	68%	62%	58%	53%
Emerald Hospital	100%	100%	99%	96%	100%	100%	99%
Gladstone Hospital	97%	95%	93%	93%	86%	84%	90%
Rockhampton Base Hospital	69%	69%	70%	74%	69%	70%	72%
Central Queensland HHS	73%	72%	74%	77%	72%	73%	75%
Royal Children's Hospital	71%	77%	82%	84%	88%	90%	89%
Children's Health HHS	71%	77%	82%	84%	88%	90%	89%
Kingaroy Hospital	57%	52%	59%	61%	58%	61%	52%
Toowoomba Hospital	46%	48%	47%	44%	41%	41%	46%
Darling Downs HHS	46%	49%	47%	45%	42%	43%	47%
Gold Coast Hospital	59%	56%	55%	53%	-	-	-
Gold Coast University Hospital	-	-	-	-	33%	54%	64%
Gold Coast HHS	59%	56%	55%	53%	33%	54%	64%
Mackay Base Hospital	73%	71%	68%	66%	61%	57%	58%
Mackay HHS	73%	71%	68%	66%	61%	57%	58%
Caboolture Hospital	66%	65%	61%	63%	63%	71%	68%
Redcliffe Hospital	55%	56%	67%	70%	69%	63%	60%
Royal Brisbane and Women's Hospital	-	-	-	30%	26%	21%	20%
The Prince Charles Hospital	64%	67%	69%	75%	73%	73%	71%
Metro North HHS	61%	62%	66%	49%	48%	46%	44%
Beauresert Hospital	27%	42%	35%	41%	48%	48%	54%
Logan Hospital	34%	39%	40%	35%	38%	38%	37%
Queen Elizabeth II Jubilee Hospital	51%	48%	57%	57%	57%	58%	59%
Redland Hospital	57%	56%	56%	56%	52%	53%	56%
Metro South HHS	42%	43%	46%	44%	45%	46%	46%
Mount Isa Hospital	59%	53%	46%	51%	43%	55%	65%
North West HHS	59%	53%	46%	51%	43%	55%	65%
Caloundra Hospital	34%	34%	31%	28%	29%	28%	29%
Gympie Hospital	83%	79%	75%	69%	69%	72%	75%
Nambour Hospital	76%	76%	71%	72%	70%	73%	73%
Sunshine Coast HHS	59%	59%	54%	55%	55%	58%	60%
Townsville Hospital	62%	60%	56%	55%	53%	53%	54%
Townsville HHS	62%	60%	56%	55%	53%	53%	54%
Ipswich Hospital	71%	72%	77%	77%	83%	82%	80%
West Moreton HHS	71%	72%	77%	77%	83%	82%	80%
Bundaberg Hospital	55%	54%	54%	56%	81%	90%	93%
Hervey Bay Hospital	62%	59%	61%	74%	77%	83%	86%
Maryborough Hospital	52%	53%	64%	67%	71%	74%	83%
Wide Bay HHS	58%	56%	59%	65%	77%	84%	89%

(b)

The *Blueprint for better healthcare in Queensland* outlines improved access to Specialist Outpatients as a priority for the government. In order to demonstrate this commitment, the system manager has funded a range of initiatives to support Hospital and Health Services (HHSs) to improve access to specialist outpatient services for Queenslanders.

The first initiative focuses on ensuring there is better coordination between primary care providers and HHS specialist outpatient service providers. The system manager has committed \$6 million in funding from 2012-2015 to support the employment of General Practice Liaison Officers in the 20 of the largest public hospitals. The aim of these positions is to improve access to specialist outpatient services through redesign of clinical and administrative outpatient care processes (e.g. developing clinical pathways across primary care and specialist care settings, improving clinical handover and discharge processes from hospital), better integration of primary health care and outpatient services (via targeted communication and education activities); and identifying and addressing service gaps at the interface between primary and outpatient care (e.g. referral criteria and clinical prioritisation tools).

The system manager has also invested \$3.7 million across 2014-2015 to fund employment of Business Practice Improvement Officers in the outpatient departments of 20 of the largest public hospitals. Through redesign methodology, these positions are working towards standardising work flows of specialist outpatient clinics in public hospitals and improving data and reporting capability in HHSs to ensure that quality and efficiency is maximised.

In addition to this, the system manager has committed \$3.6 million in Health Innovation Funding across the 2013-14 to 2015-16 financial years to pilot a transformational model of referral management in Metro North HHS, one of the state's busiest outpatient service providers. This central referral hub will be a 'one stop shop' for patients and referring practitioners to connect with specialist outpatient services and will assist in improving access to outpatient services through the introduction of standardised business processes and load sharing across Metro North facilities. Once proof of concept is finalised the system manager aims to diffuse best practice learnings to other HHSs.

The Queensland Government has also allocated \$30.9 million over four years (\$7.8 million in 2013-14) to establish the Rural Telehealth Service. The funding has been provided to enhance uptake of telehealth models of care, particularly in the areas of improving access to specialist outpatient consultations, and the provision of emergency management advice and support across the state. The results of this investment are already being realised, with a 40% increase in non-admitted occasions of service reported statewide for the July 2013 to April 2014 period (19,306 non-admitted patient) when compared to the same period for the previous year.

The system manager is improving the patient experience within specialist outpatient services by developing a 'Best Practice Outpatient Services Management Guideline' to support consistency and standardisation of practice across the state. The system manager is also supporting HHSs to better utilise technology to improve the patient experience through the implementation of initiatives such as SMS appointment reminders, queue management software to enable self-directed check in at specialist outpatient clinics and by publically reported data in relation to specialist outpatient services on the Hospital Performance website.