

Question on Notice

No. 1555

Asked on 29 November 2023

MS R BATES ASKED MINISTER FOR HEALTH, MENTAL HEALTH AND AMBULANCE SERVICES AND MINISTER FOR WOMEN (HON S FENTIMAN)—

QUESTION

With reference to the 'Post Incident Review' which the Minister announced would take place following Queensland Health's integrated electronic Medical Record outage on 22 November—

Will the Minister advise (a) the terms of reference of the review, (b) whether consideration of adverse patient outcomes will be considered as part of the review, (c) the name of the individual and/or organisation undertaking the independent review, (d) the date that the review was (or is expected to be) provided to the Minister and (e) if the review will be made public?

ANSWER

Post incident reviews (PIRs) are mandatory across Queensland Health after a high priority one or high priority two Information and Communications Technology (ICT) incidents.

PIRs are undertaken with the main purpose to review an incident in a holistic and transparent manner, identifying what worked well and what did not, including reactive and proactive mitigation strategies with a focus on continual service improvement.

PIRs include representation from the vendor, Queensland Health technical experts, and Queensland Health clinicians who have strong experience in frontline digital patient care workflows.

Each PIR is conducted in line with the Queensland Health ICT Post Incident Review Process, ICT Post Incident Review Standard, and associated governance. Each PIR is conducted in line with the following analysis:

- Identification of the Incident
- Recovery efforts
- Response times and effectiveness
- Communication portals
- Blockages or delays in responses
- Impact to business and/or clinical operations
- Patient safety impacts
- Lessons learnt
- Actionable items/recommendations for improvements

Upon Incident resolution, the PIR process is immediately initiated, and the PIR is expected to be completed within 20 business days.

Patient impacts, particularly safety, are monitored throughout the duration of any ICT incident and are considered and inform the management of the incident accordingly. The early involvement of clinicians in the management of all ICT incidents across Queensland Health, means any potential adverse patient impacts are proactively considered and allows mitigation from the start of the incident through to the restoration of services.

PIRs are conducted internally within Queensland Health and in accordance with the Queensland Health ICT Incident Management and post incident review processes. PIRs include representation from the vendor, Queensland Health technical experts, Queensland Health clinicians and frontline stakeholders from impacted Hospital and Health Services. Accordingly, they are not made public.

I am advised that the review has now been concluded.

I am further advised the review found that the relevant issue causing the incident arose with an external vendor. Queensland Health is reviewing its vendor governance and accountability framework to ensure that these issues are proactively identified and solved by vendor(s) going forward.

I am also advised that this incident did not result in any adverse impacts to patient safety.