

Question on Notice

No. 1558

Asked on 29 November 2023

MR A POWELL ASKED MINISTER FOR HEALTH, MENTAL HEALTH AND AMBULANCE SERVICES AND MINISTER FOR WOMEN (HON S FENTIMAN)—

QUESTION

With reference to Specialist Outpatient appointments undertaken across Queensland Health facilities and Queensland Health's Specialist Outpatient Services Implementation Standard—

Will the Minister advise (reported separately by Hospital and Health Service) the number of hospital initiated cancellations (a) per calendar month in 2023, from January to November, (b) on 20 November 2023, (c) on 21 November 2023, (d) on 22 November 2023 and (e) on 23 November 2023?

ANSWER

I am advised that the number of hospital-initiated cancellations for Specialist Outpatient Services is not recorded at a statewide level.

Hospital and Health Services (HHS) are required to provide uniform and reliable information on the activity, demand, and performance of specialist outpatient services by submitting data each month to Queensland Health Specialist Outpatient Data Collection (SODC), for in scope facilities.

Queensland Health's Specialist Outpatient Services Implementation Standard (SOSIS) provides minimum requirements for care for all patients requiring assessment within or access to specialist outpatient services, outlines the business rules and processes, and demonstrates best practice.

I am also advised that the SOSIS recommends each HHS actively monitors operational metrics including hospital-initiated and patient-initiated cancellations, to support continual improvement of operational processes and enhance access to outpatient services. This includes consideration of access to care for our most critical patients requiring both planned and unplanned care.

The SOSIS does not specify that hospital-initiated cancellation of appointments should be included in the minimum required data for the SODC.