

Question on Notice

No. 58

Asked on 14 February 2024

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

QUESTION

With reference to Hospital and Health Service, Service Agreements—

Will the Minister provide (a) the date on which Transfer of Care was included in Hospital and Health Service Agreements as a Key performance indicator, (b) Queensland Health's definition of the 'transfer of care' metric, (c) for financial years 2020-21, 2021-22 and 2022-23 (i) the average transfer of care (in minutes) (reported separately by each Hospital and Health Service) and (ii) the percentage of patients whose transfer of care was achieved under 30 minutes?

ANSWER

Service agreements are in place between the Department of Health (the Department) and Hospital and Health Services (HHSs). The agreements set out the services to be provided by a HHS, funding the HHS will receive and the Department's performance expectations under the contract. These differ from Service Delivery Statements (SDS) in that SDSs provide budgeted financial and non-financial performance information, including targets and measures, for each Ministerial portfolio for the Budget year and are made publicly available.

Patient Off Stretcher Time (POST) remains the established standard measure, reported within Queensland Health SDSs and is publicly available from the Queensland Health website at www.performance.health.qld.gov.au.

Transfer of Care is an internal measure used by Queensland Health to support improved understanding of time spent, and potential delays in the transfer of care from the Queensland Ambulance Service (QAS) to Queensland Health Emergency Departments (ED). This measure allows for the analysis of patient level data and facilitates the identification of opportunities for improvement.