

## Quality of Care Summary: July to December 2023

### Between 30 June and 31 December 2023, South West HHS's key achievements included:

- ✓ Continuing to deliver high rates of performance against our key targets and measures.
- ✓ Becoming one of the first services to undertake new, short-notice, national organisational wide accreditation, receiving pleasing feedback on levels of service and compassion.
- ✓ Driving forward opportunities to engage staff, communities and partners in development of key strategic priorities - including progression of a new South West HHS Workforce Strategy, published in early July, and further development of the forthcoming Staff Cultural Compass survey, alongside the completion and launch of our [First Nations Health Equity Implementation Plan 2023-2025](#)
- ✓ Hosted the inaugural meeting of the First Nations Health Equity Committee, comprising Chief Executive Officers of our key partners.
- ✓ Continued delivery of our [Clinician and Employee Engagement Strategy](#) and [Consumer and Community Engagement Strategy](#) documents, both of which commenced effective 1 July 2022 - you can find six month progress updates at respective pages on our website.
- ✓ Continuing the work of the South West Queensland Primary Care Collaborative, Darling Downs-South West HHS Medical Pathway and other nursing, allied health and profession specific initiatives to enable our staff work to top of scope in a clinically safe way.
- ✓ Promotion of our annual STEptember 10,000 steps challenge across the South West including long service awards and monthly and through our monthly #SWSpirit staff recognition and [annual Staff Awards ceremony](#), celebrated our staff and all that they do in support of our core values and purpose.
- ✓ Alongside our key partners, continuing to provide a range of health, mental wellbeing and resilience promotion activities across South West communities.

### In keeping with other health providers, our challenges included:

- Ongoing demands on our staff, particularly within the context of national workforce pressures - including difficulties in securing external staffing and locums - which continue to be appropriately risk managed to ensure continuity of safe and effective services.
- Emergent capacity and equipment servicing issues, in addition to reduced sessions over the holiday period which impacted the full delivery of scheduled surgical services during December 2023.

### Looking ahead for the next six months to 30 June 2023 we will:

- ❖ Progression of implementation plans and governance structures to progress First Nations Health Equity *Our Way – Together*, including the progression of zero tolerance statement for racial discrimination and / or institutional racism, including supporting communications and staff awareness activities.
- ❖ Undertake our first Cultural Compass survey, designed by and for our staff to inform future issues and opportunities to be addressed in a meaningful way to further strengthen organisational culture.
- ❖ Continue to engage with our communities to ensure models of care meet local needs in a sustainable manner.
- ❖ Further progress our commitments towards reducing historical health inequalities, promoting partnership working, improving our working environments and defining new models of service and care for the benefit of South West communities.






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## Performance snapshot – as at 31 December 2023

During the six month period from 1 July 2023 to 31 December 2023, South West HHS continued to deliver strong levels of safe, effective, and equitable care against its performance expectations.

The following table below provides a summary of our performance against key performance indicators as at 31 December 2023 (unless otherwise indicated)

Key Performance Indicators		Why is this important?	Target	Our performance
<b>Emergency Presentations</b>				
	<b>Emergency Department (ED) length of stay: % of emergency stays within 4 hours (excl fever clinic)</b>	<i>Measures the timely transfer of emergency patients to an inpatient bed or discharged home - reflecting overall effectiveness of hospital patient flow processes from ED</i>	≥ 80.0%	<b>98%</b>
	<b>ED wait time by triage category</b>	<i>Time in minutes for each ED presentation to commencement of treatment - at 2 / 10 / 20 / 60 / 120mins - with Category (CAT) 1 being highest priority</i>	Cat 1: 100% Cat 2: ≥ 80% Cat 3: ≥ 75% Cat 4: ≥ 70% Cat 5: ≥ 70%	<b>100%</b> <b>99.6%</b> <b>97.6%</b> <b>97.2%</b> <b>99.3%</b>
	<b>Patient Off Stretcher Time</b>	<i>Timely transfer of patient from an ambulance stretcher to ED bed within 30mins</i>	≥ 90%	<b>95.8%</b>
<b>Surgical procedures<sup>1</sup></b>				
	<b>Elective surgery: category 1 patients (30 days)</b>	<i>Measures the percentage of patients who received their elective surgery within clinically recommended time with CAT 1 being the highest priority.</i>	CAT 1: ≥ 98%	<b>94.7%</b>
	<b>Elective surgery: category 2 and 3 patients (90 / 365 days)</b>		Cat 2: ≥ 95%	<b>96.4%</b>
	<b>Category 4 gastrointestinal endoscopy patients (GIE) treated within 30 days</b>		Cat 3: ≥ 95%	<b>98.9%</b>
	<b>Category 5 and 6 GIE treated within clinically recommended time (90/365 days)</b>	<i>Percentage of patients who received their GIE within clinically recommended times, with CAT 4 being the highest priority.</i>	Cat 4: 98% Cat 5: 95% Cat 6: 98%	<b>86.5%</b> <b>93.7%</b> <b>100%</b>
<b>Dental Services</b>				
	<b>Access to oral health services</b>	<i>The percentage patients waiting less than two years for treatment</i>	≥85%	<b>100%</b>
	<b>Preventative Oral Health activity</b>	<i>A healthy mouth also has general health benefits. Preventive services delivered to public dental patients, help improve and maintain the health of teeth, gums and soft tissues</i>	17%	<b>21.4%</b>
	<b>Access to emergency dental care for adult public dental patients</b>	<i>Measures the percentage people who received emergency dental care with Code 1 being the highest priority</i>	Code 1 (1 day): 100% Code 2 (3 days): ≥95% Code 3a (5 days): ≥85% Code 3bc (10 days) ≥80% Code 3d (31 days): ≥75%	<b>100%</b> Nil patients <b>100%</b> <b>91.7%</b> <b>100%</b>

<sup>1</sup> Alongside the scheduled Christmas shutdown, which limited available sessions, December was a challenging month due to demand and capacity issues, compounded by emergent equipment servicing issues and surgeon availability. Patients who were unable to be seen within required timescales before the end of December 2023 have been rebooked for January-February 2024.

Access to Services				
	<b>Telehealth utilisation rates</b>	<i>To achieve a full year target of 4,234, approximately 353 occasions of service/mth are required.</i>	100%	<b>83%<sup>2</sup></b> 1,523 provided as at 30 October 2023
	<b>Smoking cessation clinical pathway – public hospital inpatients, dental clients and community mental health episodes</b>	<i>Supporting people who access our hospital, dental or mental health services who wish to quit smoking</i>	Inpt: ≥85%, with ≥60% completed	<b>96.3% / 85.3%</b> At 30 September 2023
			Dental: ≥80%, with ≥60% completed	<b>82.5% / 99.2%</b> At 30 November 2023
			Mental Health: ≥85%, with ≥60% completed	<b>94.7% / 98.2%</b> At 30 October 2023
	<b>Proportion of mental health service episodes with a documented care plan</b>	<i>Ensuring mental health clients have a current care plan</i>	≥85%	<b>74%<sup>3</sup></b>
Quality and Safety				
	<b>Hospital Acquired Complications</b>	<i>Total number of complications arising from care in a SW facility (across 14 categories)</i>	N/A	<b>9</b> As at 30 October 2023
	<b>National Sentinel events</b>	<i>Specific patient safety events that are wholly preventable and result in serious harm, or death (across 10 categories)</i>	Nil	<b>Nil</b>
	<b>SAC reporting</b>	<i>Completion of Severity Access Code 1 reviews within 90 days – incidents that have or could have caused serious harm or death</i>	≥ 70%	<b>73%</b> As at 30 June 2023
	<b>Healthcare-associated Staphylococcus Aureus (including MRSA) rates</b>	<i>Rate of healthcare associated infections per 10,000 acute public hospital patient.</i>	≤2 per 10,000 bed days	<b>Nil</b>
	<b>Complaints resolved within 35 calendar days</b>	Percentage of submitted complaints within 35 days	≥ 80%	<b>100%</b>



Further information regarding our performance is also maintained on the [Queensland Health website](#)

If you require more information, or would like to suggest further measures for inclusion in this summary please contact us at: [SWHHS Board@health.qld.gov.au](mailto:SWHHS_Board@health.qld.gov.au)

<sup>2</sup> With 2023-2024 target influenced by significant primary care and COVID-19 levels of service in the first six months of the previous reporting period, SWHHS currently trending below trajectory to meet year end volume which has increased by 1,300 occasions of service this financial year (+108/mth) due in part to more stable, face to face GP service provision which reduces potential for telehealth use. However additional steps are being taken to identify suitable patients who may benefit from the convenience of telehealth services, particularly where this saves the need for longer distance travel.

<sup>3</sup> South West HHS continues to work towards progressively achieving the 85% target by 30 June 2024 with its current performance slightly below the statewide average.