Innovation & Workforce Reform Directorate

Skills Development Centre (SDC)

Business Plan 2005-2006

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Overview

Our mission	Promoting a *healthier* Queensland
Our values	Professionalism, teamwork, performance accountability, quality and recognition
Guiding principles	We exist to support those delivering health care We will evaluate our work to determine value for money We will treat others with honesty, respect and fairness We accept responsibility for our actions

About us

VISION
To be recognised as one of the leading clinical skills development centres in Australasia, with a reputation for highly relevant curriculum, for pushing the frontiers of workforce development and for innovation especially in the sphere of patient safety and human factors.

- linking curriculum to strategic need;

- collaboration with other stakeholders, industry and other skill centres;

- the application of sound business and management principles; and

- innovation particularly in the sphere of human factors and patient safety.

In pursuing its vision, mission and goals the SDC is committed to:
- **best practice:** in terms of the development and delivery of coursework, the technology and intellectual property deployed and the managerial arrangements that underpin this;

- **collaboration:** with other agencies and stakeholders to avoid duplication and enhance the precision, content and reach of the Centre;

- **flexibility and adaptability:** responsiveness to the challenges of demographic change, changing workforce patterns, technology and customisation;

- **innovation:** in terms of curriculum, educational delivery and entrepreneurship;

- **evaluation:** to ensure that the courses are relevant, addressing real need, making a difference and that standards of teaching and managerial performance are maintained at an optimum level;

- **sound governance:** to ensure proper stewardship, leadership and accountability are exercised;

- **accessibility:** to be a State-wide resource that provides services that are available to staff across the State as well as beyond; and

- **linking:** in terms of linking strategy with performance by addressing strategic needs through practical coursework.

What we do
- assist in the development of a more flexible and safe workforce particularly enhancing the ability to meet the workforce development needs occasioned by the current and projected demographic trends and labour market pressures;

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- are known as a centre of excellence in the area of health improvement sciences and patient safety and in doing so play an integral role in the Institute for Health Improvement;
- collaborate with a wide range of stakeholders to expand the reach of the Centre and with universities to create an innovative approach to the delivery of skills;
- provide a service in, through and from the Centre to meet the needs and demands from rural and remote areas as well as other major conurbations;
- match coursework to the strategic needs of Queensland Health;
- provide improved outcomes through the evaluation measures put in place;
- innovate in training and education especially in flexible and e-learning environments;
- remain at the leading-edge of skill centre technology;
- foster an on-going partnership with industry to secure sponsorship and the access to best practice;
- provide an on-going arts involvement that reflects the nature of the Centre and makes connection between the Centre and the general public of Queensland;
- develop markets outside of Queensland and outside Australia and in doing so raise the profile of Queensland Health;
- provide academic rigour around courses; network with other skill centres through membership of SESAM etc and play a role in the foundation of an Australasian association; and
- to provide a centre for the fermentation of ideas to enable the production of innovative courses whose outcomes are properly evaluated.

This plan

This plan provides an overview of the Unit's work plan for the 2004-2005 financial year.

Objectives
The SDC will achieve the following in the 2004/5 financial year.
- Opening of the SDC on time and budget by close of September 2004 by State level senior politician/s
- Create then embed systems such that the SDC can cover the accounting of operations by December 2004
- Finalise infrastructure such that the SDC has a fully functioning service that reflects iterations from stress-testing by end of June 2005.
- Development of curriculum such that a production line exists for on-going courseware by end of March 2005
- Create and cement networks and marketing by end of May 2005
- Secure new project funding and commence new projects by end of March 2005
- Opening of the art collection and creation of art award by end of March 2005 (subject to Ministerial availability)

Key priorities

As above. Each of the objectives is a key priority.

Further information?

For further information contact: Phil Diver CEO on 36366500 or visit our website at www.sdc.qld.edu.au

Abbreviations
SDC - Skills Development Centre

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Work Plan

Objective 1

What are we seeking to achieve?

Opening of the SDC on time and budget by close of September 2004 by State level senior politicians

Key performance indicator/s

How will we measure success?

Date of opening to be no later than end of September.

Person opening is a senior politician

Cost is within overall project budget

Basis for comparison

Not applicable

Strategies
How are we going to achieve it?

Strategy	Who	When	Key partners	Resources (human/ financial)
Use of project planning to manage resources and milestones	SDC team	Throughout		SDC team, Budget for Project
Invitation to Politicians	PD	July 04	Media and Communication, RBWH, SDC Board	Comms person
Establish Opening Ceremony Committee	PD	June 04	Committee members	Comm Members, Budget for opening

Objective 2

What are we seeking to achieve?

Create then embed systems such that the SDC can cover of the accounting of operations by December 2004

Key performance indicator/s

How will we measure success?

Production of policy

Demonstrated process of invoicing

Basis for comparison

n/a

Strategies
How are we going to achieve it?

Strategy	Who	When	Key partners	Resources (human/ financial)
Create a policy on pricing	SDC team	Aug	Finance Department	Bus Mgr
Create a policy on accounting	PD	Aug	Finance Department	Bus Mgr
Establish infrastructure e.g. petty cash float, electronic billing	AB	Sept	Finance Department	Bus Mgr
Create flowchart for invoicing and payments	AB	Nov	Finance Department	Bus Mgr
Create system for quotes	AB	Oct	Finance Department	Bus Mgr

Objective 3

What are we seeking to achieve?

Finalise infrastructure such that the SDC has a fully functioning service that reflects iterations from stress-testing by end of June 2005

Key performance indicator/s

How will we measure success?

Completed AV System by end of June 2005-01-28
$1.7m additional project money expended by end of June 2005

Basis for comparison
n/a

Strategies
How are we going to achieve it?

Strategy	Who	When	Key partners	Resources (human/ financial)
Identify additional AV requirements following EMAC and put in place project plan to remedy	PD,KW, DH	End June 05	Medic Vision, Space Age	Use project budget
Close-out AbiGroup snagging list	PD	End of June 05	AbiGroup, CapWorks	No additional costs
Finalise equipment purchases	PD, KW, AB, CC	End of June	Vendors, HSPL	From $1.7m budget
Close out connectivity to allow for the Gigabit link and operational use of Access Grid	PD, DH	Mid March	Information Services, UQ, GrangeNet	Already accounted for
Complete asset tagging and audit assets against list	CM	End of March		Use of Clint

Objective 4
What are we seeking to achieve?

Development of curriculum such that a production line exists for on-going courseware by end of March 2005 and that coursework can be evaluated

Key performance indicator/s
How will we measure success?

Functioning Curriculum Development Sub Committee
10 courses developed

Basis for comparison
n/a

Strategies
How are we going to achieve it?

Strategy	Who	When	Key partners	Resources (human/ financial)
Transfer PHTLS to SDC to allow for expansion	PD	End of March	PHTLS	
Amend mechanism for course review and assessment	KW	End of December		
Undertake first EMAC course and receive accreditation from ANZCA	SDC team	Course by end of Nov 04. Accr. by end of March 05	Clinical staff	
Design three innovative CRM course and pilot	SDC team	By end of March 05	Clinical staff	
Establish curriculum development staff in the following areas: Nursing Procedural Skills Emergency Anaesthetics Paediatrics	SDC Team	By end of February	Clinical staff	
Integrate the CIMG into the SDC	PD	End Dec	CIMG team	
Commence 2 e-learning projects	SDC team	End of January	Med E Serv,	

Strategy	Who	When	Key partners	Resources (human/ financial)
Finalise the introduction of Evaluation team provided through UQ	PD, Mike Ward	End of June	UQ	
Devise master class within surgery for delivery within a 6 month timeframe thereafter	PD, KW	End of April 05	QIMIS	
Establish a mixed economy and co-venture approach to course delivery	KW, PD		MES, Med E Serv, QIMIS	

Objective 5

What are we seeking to achieve?

Create and cement networks and marketing by end of May 2005

Key performance indicator/s

How will we measure success?

Article in Health Matters

Article in one other publication

Basis for comparison

n/a

Strategies

How are we going to achieve it?

Strategy	Who	When	Key partners	Resources (human/ financial)
Develop website and get up and running including use of innovations such as virtual tours	DH	End of Dec	Information services	
Apply for and establish .edu web address	DH	End Nov	Information services	
Make website the spotlight website for QHEPS on one occasion	DH	End of June 2005	QHEPS	
Create a corporate look for SDC that creates brand image within the allowed Queensland Government brand	PD	End of May	Media and communications	
Create links from other skill centre websites to SDC	DH	End of Feb	Information services	
Undertaken satellite broadcast	SDC team	End of October	ACHSE or equivalent	
Create folder for use in marketing and cold-calling	•PDC KW, DH	End of April		
Undertake tour of major private hospitals to meet CEOs and meet with all local DMs	PD, KW	End of May	DMs and CEOs	
Undertake addresses at two national conferences about the Skill Centre	SDC Team	By end of March		
Join SESAM and attend conference to establish our international links	PD	June		
Create MOU with international affiliates	PD	End of June	Other international centres	

Objective 6
What are we seeking to achieve?
Secure new project funding and commence new projects by end of March 2005

Key performance indicator/s
How will we measure success?
Project staff in post by April
Project funding secured by end of March

Basis for comparison
n/a

Strategies
How are we going to achieve it?
The projects below have had separate project plans created. They are listed here for informational purposes.

Strategy	Who	When	Key partners	Resources (human/ financial)
Technology sinking fund: to develop a fund for new equipment to ensure that we remain at the cutting edge of technology	SDC Team	March		
Transition project: identify a procedure to transition from medical to other category conduct a pilot and learn from the process	SDC team	May	Clinicians, learned colleges, Workforce branch, other elevant professional reps	
Distributed Skill Centres: identify centres for allocation of skill labs equip and establish links work through logistics of equipment library work through logistics of on the road service	SDC	March	Districts	
Overseas trained doctors : establish improved recruitment, assessment and placement process establish process for bringing through OTDs	SDC, CIMG in co-venture with WR Branch	March	Districts, JCU	

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Strategy	Who	When	Key partners	Resources (human/financial)
Intelligence gathering system: create system to identify what is critically important for training purposes in relation to sentinel events create mechanism for identifying those events that can be turned into curriculum	SDC	March	PSC, Measured Quality	
e-Learning: create an e-learning infrastructure to support curriculum development	SDC	March	OIU, WOG System, e-learning partners e.g. MedeServ,, Health e learning, VetWeb	
Communication Skills: Identify communication course and deliver from either off the shelf products or 'home-grown'	SDC	March		
Contextualisation: Create a system of addressing both psycho-social and psycho-motor skills concurrently	SDC	March	Role-players	

Objective 7
What are we seeking to achieve?
Opening of art collection and creation of art award by end of March 2005

Key performance indicator/s
How will we measure success?
Opening on time and budget (timing subject to Ministerial availability)

Basis for comparison
n/a

Strategies
How are we going to achieve it?

Strategy	Who	When	Key partners	Resources (human/ financial)
Creation of sub committee to oversee opening	PD, KW	Dec	ACMI, QUT, Griffiths, Arts Queensland	
Creation of award committee	PD/KW	March	As above	
Linkage with IDAA (International Digital Art Award)	KW	February	IDAA	
Collaboration with private sector with sponsorship	PD, KW	March	Private sector	
Devise curatorial policy for collection	PD	November	Arts Queensland	
Develop award selection criteria	PD, KW	March	Committee	
Beam in international artists at opening	KW	March	International artists, MOMA	
Create sub-set award ('indig') for indigenous artists	PD, KW	March	Indigenous rep from QH, Arts Queensland, Cybertribe	
Create go-forward vision for sustainability	PD	June	Arts Queensland, IDAA	

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