

2. Program Area Update and Progress

Finalise changes to the Public report

Advice was provided from the Premier through the Ministers Office on the required changes to the report, just after the Cabinet consideration date.

Myself, Adele Thomas & Lisa Crawford had a series of meetings with the Ministers Office, Premiers and Cabinet & Marketing and Communication Unit in order to incorporate the changes into the report as requested by the Premier.

The final document was agreed upon and sent to the Premiers Office, in the hope that we could have it approved, printed and distributed just prior to XMAS.

Advice was then received back from the Premiers Office that there were still a number of issues that needed to be addressed in the document.

At this late stage we realised that we were not going to get the report out before XMAS, so we decided that due to the XMAS break, staff being on leave (both in Premiers and in our team), we would aim to have the second round of changes incorporated into the document by the end of February.

This time we dealt only with Premiers and Cabinet and had the requested changes back to Prem & Cab by the end of last month. While agreement has been sought once again with officers from Prem & Cab on the changes, some further queries have been made by the Executive Director (Elizabeth Fraser) which we are currently following up on.

A common brief will then be done to the Premier and Minister with the proposed media plan attached. The Premier will then communicate to the Minister on the strategy for release and the date for release.

Summary of issues:

Stronger link in the Exec Summ and Intro to Smart State Health 2020

Re-wording to reflect a less negative view on some of the indicator results

An addition to the Exec Sum and Intro which explains (in layman's terms) and promotes quality measurement and improvement process

Reassurance that QLD currently has a health system that ranks world's best
That the Govt is committed to continuous quality improvement
& Given this Govt's commitment we are releasing the first Public Report to the community on the quality of service being provided by QH (Market This)

Safety is a component of measuring quality of service and while all gov't's aim to reduce the number of adverse and sentinel events, it is not possible to eliminate all of these. Reference: ? Bruce Barraclough

Provide a layman's explanation of terms such as in-hospital mortality

Re-configure and expand on information provided after poor results on the action being taken to address some of these issues.

Finalise communication strategy for Public report:

Lisa Crawford and I have been working on the strategy in conjunction with M&C Unit and the Ministers Office and while a number of people have been given the opportunity to comment or provide direction we have been unable to get answers on some fundamental questions such as:


Q. How will the report be distributed, will it be launched or released?

Q. Who will do the release? Who will be the media spokesperson?

Q. Should we have Bruce Barraclough on hand to champion the report or have him waiting in the wings for a just in case scenario?

Q. We plan to run through a lot these questions with Prem & Cab once the report is finalised as they seem pretty keen to help with this. May involve the Premiers marketing and communication unit to assist in finalising the strategy

Note: Report on Govt services was quite positive and this may be a good media environment to release the public report

 **Develop a strategy to disseminate the contents of the hospital reports and form a team from QH to undertake:**

Refer documents emailed to board members

Restriction from Cabinet meant that any dissemination strategy would require visits to sites to highlight outlier results, answer question on the analysis and provide direction on where to go from here.

It was agreed that due to the age of the clinical data in the Phase 1 reports and the fact that some investigation had already been performed on the clinical outliers, any further request for dissemination would yield little benefits and potentially get HSD's offside.

Phase 2 analysis was already well under way and if a concentrated effort was made, a third and most current year of data would be analysed providing us with:

3 years clinical

2 years efficiency

2 years system integration & change

1 year patient satisfaction

On this basis hospital visits are being arranged to occur in April 03

Don't just leave the results but provide information on the next step for dissemination.

Key groups such as:

CDP, OIU, CHI, Risk Management, Clinical Audit and each zonal exec have been continually kept 'in the loop' so as they can be on hand to assist hospitals with any change management initiatives.

It was strongly felt that even though we could not distribute the hospital reports we needed to leave hospitals with something

Phased 2 Hospital reports are therefore being made available to relevant District Managers on a secure site through QHEPS, password protected, via PDF, which will clearly have cabinet in Confidence Caveats, Print Options switched off, text select options switched off. While all of these security items will be in place it may not be possible to completely eliminate ALL possibilities of printing the report, but it will be made as difficult as possible and therefore intention will be very clear if anything was to happen.

DM's (relevant hospitals)

ZM's, GMHS, DDG & DG (All reports)

Each Quadrant provide an update on the analysis and issues/problems encountered (Sean include status of DEA):

Clinical – Paul & Danny

Efficiency - Sean

System Integration & Change – Angela who is A/Project Officer while Adele is on sick leave.

3. Reports

Phase 1 deliverables have been endorsed by the sponsors and are in hard copy on the table. Please review them while you are here, for your information.

Phase 2 reports on QHEPS
Sean to talk through

4. Marketing & Communication

Brief on outlier results have been setup for 17th, 18th & 19th March for each Zone.
Note: A rep from the Zone will be accompanying us on each of our hospital visits:

Brief to change management groups 24th March

5. Issues / Actions – Mainstreaming.

QIEP review is underway

Discuss interim solution to keep the work underway, until a permanent solution can be made.

6. Next Meeting: May/June

Thank all staff (include Adele) – past and present

Glenn & Elizabeth

Roger & Ellen

Sue Cornes

Ian Scott

Mike & Sabrina & District staff that we have worked with

Sponsors – past and present

Lisa Crawford

Expert groups

Col Roberts & Ainsley Rowlands & Bill Stomfay

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PER MESSAGES

QUESTION + ANSWER

FOR ADEL
HOSPITAL