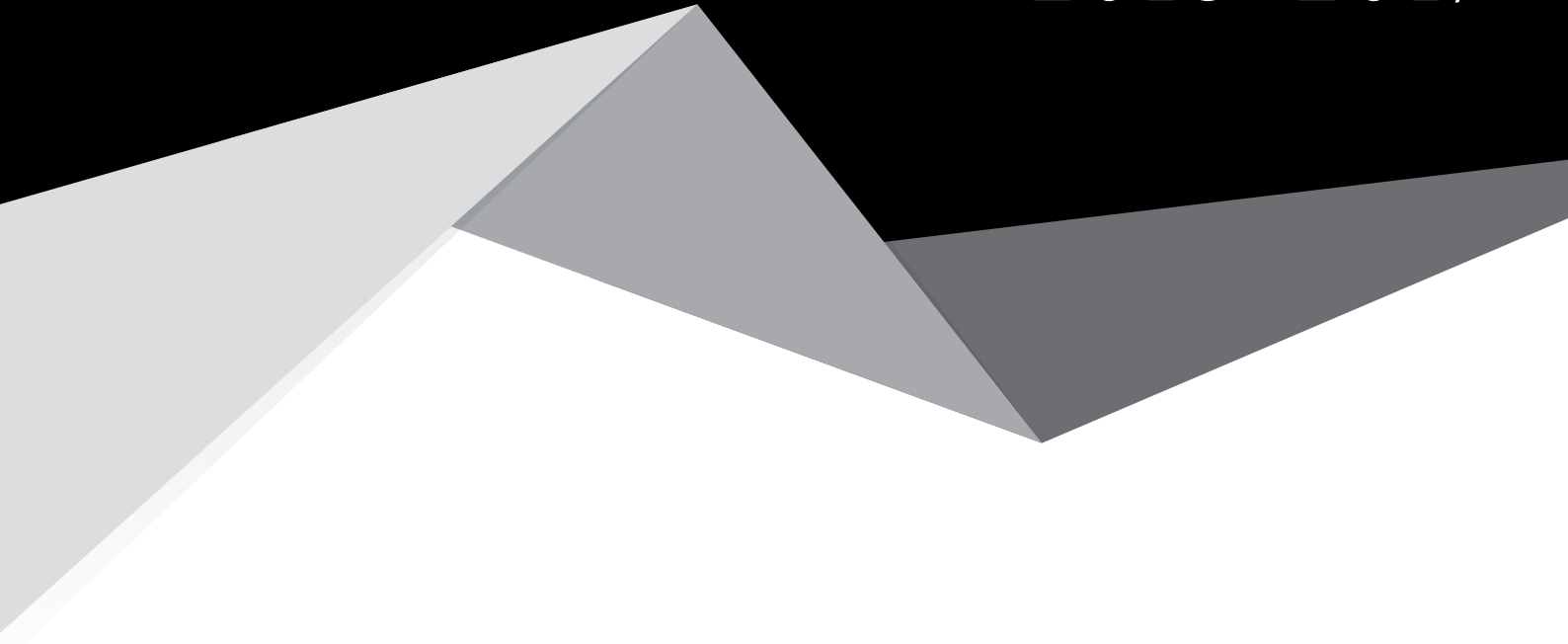


# ANNUAL REPORT 2016–2017



ISSN: 2202-6258

© Metro North Hospital and Health Service 2017

Metro North Hospital and Health Service Annual Report 2016–17 by the Metro North Hospital and Health Service is licensed under a Creative Commons Attribution 3.0 Australia licence. In essence, you are free to copy, communicate and adapt this Annual Report as long as you attribute the work to the Metro North Hospital and Health Service.



To view the terms of this licence, visit:  
<http://creativecommons.org/licenses/by/3.0/au>.  
For permissions beyond the scope of this licence,  
contact [qgcio@qld.gov.au](mailto:qgcio@qld.gov.au).

To attribute this material, cite the Metro North Hospital and Health Service Annual Report 2016–17.

## Accessibility

### Public Availability

Where possible, readers are encouraged to download the report online at:  
[www.health.qld.gov.au/metronorth](http://www.health.qld.gov.au/metronorth)

Where this is not possible, printed copies are available using one of the contact options below:

**Physical Address:** Level 14, Block 7, RBWH Campus HERSTON Qld 4029  
**Postal Address:** PO Box 150, RBWH Post Office, HERSTON Qld 4029  
**General Phone:** 07 3646 8111  
**General Fax:** 07 3647 9708  
**Office Hours:** 9am to 5pm, Monday to Friday  
**General E-mail:** [metronorthfeedback@health.qld.gov.au](mailto:metronorthfeedback@health.qld.gov.au)

### Interpreter Services Statement



Metro North Hospital and Health Service is committed to providing accessible services to the community from culturally and linguistically diverse backgrounds.

If you have difficulty in understanding the annual report, please contact us on 07 3646 8111 and we will arrange an interpreter to communicate the report to you effectively.

### Information Security

This document has been security classified using the Queensland Government Information Security Classification Framework (QGISC) as UNCLASSIFIED – FINAL VERSION and will be managed according to the requirements of the QGISC.

# Letter of Compliance



**Metro North**  
Hospital and Health Service

4 September 2017

The Honourable Cameron Dick MP  
Minister for Health and  
Minister for Ambulance Services  
GPO Box 48  
BRISBANE QLD 4001

Dear Minister

I am pleased to submit for presentation to the Parliament the Annual Report 2016-17 and Financial Statements for Metro North Hospital and Health Service.

I certify that this Annual Report complies with:

- The prescribed requirements of the *Financial Accountability Act 2009* and the *Financial and Performance Management Standard 2009*, and
- The detailed requirements set out in the Annual report requirements for Queensland Government agencies.

A checklist outlining the annual reporting requirements can be found at page 110 of this annual report.

Yours sincerely

A handwritten signature in black ink, appearing to read "Rob Stable".

**Dr Robert Stable AM**  
Chair  
Metro North Hospital and Health Board

Office of the Metro North Hospital and Health Board  
Level 14, Block 7  
Royal Brisbane and Women's Hospital  
Herston, Queensland 4029 Australia

Telephone +61 7 3647 9702  
Email [metro\\_north\\_board@health.qld.gov.au](mailto:metro_north_board@health.qld.gov.au)  
[www.health.qld.gov.au/metronorth](http://www.health.qld.gov.au/metronorth)



### Acknowledgement

Metro North is proud to recognise the cultural diversity of our workforce.

We recognise and pay respect to the Turrbal, Dalungbara/Djoondaburri, Gubbi Gubbi/Kabi Kabi, Jagera/Yuggera/Ugarapul, Jinibara/Jiniburi, Ninghi and Undumbi people of Metro North Hospital and Health Service area, on whose lands we walk, work, talk and live.

We also acknowledge and pay our respect to Aboriginal and Torres Strait Islander Elders both past and present.

### WALKABOUT © (PAINTING)

**Artist: Ronald Abala**

**WULUKANTHA – “little spirit man”.**

This story (painting) tells of where and how Aboriginal and Torres Strait Islander people walked, hunted, lived and left their footprints on the land for many years before colonisation.

To Aboriginal and Torres Strait Islander people the term walkabout could refer to many things, it could refer to as traveling or walking on long or short distances, visiting family/friends or attending ceremonial gatherings whether it be general, men’s or women’s business or even hunting and gathering for edible foods.

The term walkabout also refers to as when Aboriginal men would be coming of the age entering into manhood. Young men would undergo spiritual journeys which involved learning all aspects of Aboriginal and Torres Strait Islander culture, the spiritual journey (walkabout) could take up to periods as long as six months at a time to sustain knowledge and important information.

**Segregated brown and white dotted circles represent:** The different region, country, land or community.

**Wavy black lines represent:** The pathways to a spiritual journey.

**Foot prints represents:** Aboriginal and Torres Strait Islander People embracing a spiritual journey.

# Table of contents

---

Letter of Compliance	3
Metro North Fast facts	6
<b>Organisation</b>	
Message from the Board Chair and Acting Chief Executive	8
About our health service	10
Government's objectives for the community	15
<b>Performance</b>	
Government priorities	22
Metro North objectives and strategic priorities	22
Performance highlights	30
<b>Governance</b>	
Organisational structure	33
The Board	37
Executive management	44
<b>People</b>	
Our people	58
<b>Financials</b>	
Summary of financial performance	66
Financial Statements 2016–17	67
Glossary	108
Board Member meeting attendance	109
Compliance checklist	110

---



## Metro North Fast Facts

Metro North Hospital and Health Service (Metro North) provides the full range of health services including rural, regional and tertiary teaching hospitals. It covers an area more than 4,000 square kilometres and extends from the Brisbane River to north of Kilcoy.

Metro North provides services to patients throughout Queensland, northern New South Wales and the Northern Territory, incorporating all major health specialties including medicine, surgery, psychiatry, oncology, women's and newborns, trauma and more than 30 sub-specialties.

Below is a snapshot of 2016–17.

<b>Staff</b>	15,162 (MOHRI FTE)
<b>Investment in care</b>	\$2.553 billion
<b>Sites</b>	5 hospitals with 2,354 available beds, 14 community, Indigenous and subacute service locations, 27 oral health facilities and 14 mental health facilities
<b>Hospital admissions</b>	268,853 people admitted
<b>Ambulance arrivals</b>	98,483 ambulance arrivals handled by our emergency departments
<b>Emergency</b>	283,628 attendances
<b>Outpatient services</b>	987,080 people received care as outpatients
<b>Surgical operations</b>	49,288 elective and emergency operations performed
<b>Children</b>	16,433 children under age 18 were admitted to Metro North wards and units
<b>Births</b>	8,390 babies born at our facilities
<b>Mental health</b>	409,205 contacts
<b>Community health</b>	161,269 hours of direct primary care
<b>X-ray and ultrasound</b>	317,992 x-ray and ultrasound attendances
<b>Dental</b>	701,436 weighted occasions of service
<b>Breastscreens</b>	42,674 breastscreens performed

■ community health centres/facilities

