

QUALITY CARE COUNTS

2013-2014 Quality of Care Report

Metro North Hospital and Health Service

ISSN: 2203-1278

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To attribute this material, cite the Metro North Hospital and Health Service Quality Care Counts 2013-14 Quality of Care Report.

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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 this Report, please contact us on 07 3646 6102 and we will arrange an interpreter to communicate the report to you effectively.



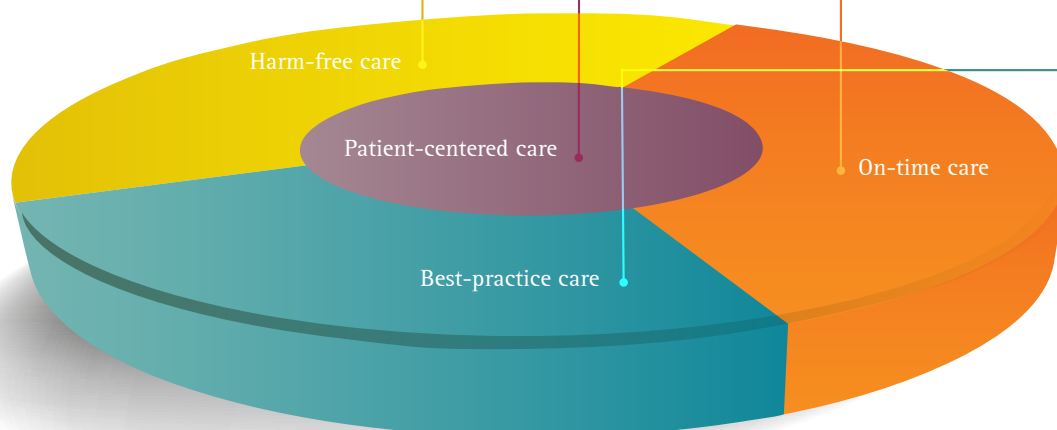
All patients diagnosed, treated and cared for at Metro North Hospital and Health Service will receive the safest, highest quality care, personalised to their needs, that compares well with the best in the world and has a strong academic and evidence-based approach to improving quality supported by patient experience and feedback.

To achieve this we have identified four key areas:

- Patient-centred care: Improving the experience of our patients
- Harm-free care: Improving safety and eliminating avoidable harm
- On-time care: Reducing unnecessary delays in care
- Best-practice care: Providing care that is high-quality, evidence-based and optimises outcomes.

The four areas are interlinked and interdependent, and we will only achieve our ambition if all four areas are achieved equally and simultaneously.

We wish to set our quality vision to be one the best academic and care delivery organisations in the world. This will require leadership, staff engagement and a willingness to radically challenge the shape and content of services delivery and achieve a high level of innovation.



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Foreward from the Board Chair

For Metro North Hospital and Health Service
the patient is central to everything we do.

The Quality of Care Report for 2013–14 highlights our commitment and achievements to providing our community with high quality, safe and sustainable healthcare within our four key priority areas:

- **Patient-centred care:** improving the experience of our patients
- **Harm-free care:** improving safety and eliminating avoidable harm
- **On-time care:** reducing unnecessary delays in care
- **Best-practice care:** providing care that is high quality, evidence-based and optimises outcomes.

As demonstrated in this report, we have seen significant improvements in access to services for our community with the move to a more integrated and connected service for our patients.

Each day almost 4,200 patients access Metro North services, placing their trust in us to care for and treat them. The focus for Metro North continues to be providing the highest quality, best possible care whilst improving the experience of our patients.

This report highlights our achievements in ground-breaking research, clinical service improvements, partnerships and the importance of an innovative culture of excellence.

We look forward to continuing to work with our health and community partners in developing our approaches to patient centred care. Through collaboration and partnerships we have developed strong links to improve and sustain the health and well-being of our community.

I would like to thank everyone who has contributed to this report and acknowledge the tremendous efforts, enthusiasm and dedication of the staff, Executive, Board and all our partners during 2013–14 to deliver outstanding outcomes for our patients and community.



Dr Paul Alexander AO
Chair
Metro North Hospital and Health Board

“ We look forward to continuing to work with our health and community partners in developing our approaches to patient-centred care.”



At a glance

Metro North Hospital and Health Service

Metro North Hospital and Health Service (MNHHS) provides the full range of health services including rural, regional and tertiary teaching hospitals. It covers an area of 4,157 square kilometres and extends from the Brisbane River to north of Kilcoy. See below for a 2013-14 organisational profile.



Staff	12,685 (FTE)
Investment in care	\$2,155,269,907
Sites	Five hospitals, 11 community health centres, oral and mental health facilities and five subacute sites
Hospital admissions	206,478 people admitted
Ambulance arrivals	86,567 ambulance arrivals handled by our emergency departments
Emergency	254,768 attendances
Outpatient services	821,760 people received care as outpatients at 1,939 clinics
Surgical operations	9,007 emergency and 27,646 elective operations performed
Children	22,235 children under age 19 were admitted to MNHHS childrens wards and neonatal units
Births	8,017 babies born at our facilities
Mental health	232,557 client contacts
Community health	258,569 hours of direct primary care
X-ray and ultrasound	260,120 x-ray and ultrasound attendances
Dental	729,805 weighted occasions of service
Breastscreens	41,120 breastscreens performed
Pharmacy	79,623 number of pharmaceutical items dispensed



INCREASED NUMBER OF ATTENDANCES TO EMERGENCY DEPARTMENTS



2013-14
254,768

2012-13
235,864



June 2014
74%

July 2013
70%

HIGHER PROPORTION OF PEOPLE ADMITTED OR TREATED AND DISCHARGED WITHIN FOUR HOURS OF PRESENTATION TO AN EMERGENCY DEPARTMENT

AN INCREASE IN AMBULANCE ARRIVALS



2013-14
86,567

2012-13
80,941



MORE HOSPITAL ADMISSIONS



2013-14
206,478

2012-13
200,060



A REDUCTION IN ELECTIVE SURGERY LONG WAITS



July 2013
1,429

June 2014
30



NO MORE LONG WAIT DENTAL LISTS



July 2013
6,394

June 2014
0

Maintaining safety and quality through accreditation



One of the many ways in which Metro North Hospital and Health Service demonstrates to our community that we are doing our best to achieve excellent standards of safety and quality is through our accreditation against the National Safety and Quality Health Service Standards.

From January 2013, all Australian health services are required to be assessed with a new national accreditation program launched by the Australian Commission on Safety and Quality in Health Care (ACSQHC).

Metro North Hospital and Health Service is accredited by the Australian Council on Healthcare Standards (ACHS).

Accreditation is public recognition by a healthcare accreditation body of the achievement of standards by a healthcare organisation. This is demonstrated through an independent, external peer assessment of the organisation's level of performance in relation to the National Safety and Quality Health Service Standards as well as the ACHS EQUiP National Standards.

The standards set a new benchmark not only for us, but for health services across the country, and means our patients and local community can be assured that all our services meet the rigorous standards applied to the delivery of modern public healthcare.

While accreditation is one tool in a range of strategies used to improve quality and safety in health services, it also provides the additional benefit of unifying our health services through the common goal of developing a safe and high quality health system for our community.

Our Hospital and Health Service systems, processes and practices are regularly assessed against best practice standards to ensure standards of safety and quality are met.

In 2014, Royal Brisbane and Women's Hospital (incorporating Mental Health) and Metro North Oral Health Services were assessed by the Australian Council on Healthcare Standards against National Standards one, two and three as well as mandatory criteria of ACHS EQUiP National Standards. Our facilities were successful in meeting all of these standards, receiving 19 'Met with Merit' ratings in the process.

The Prince Charles, Redcliffe, Caboolture and Kilcoy Hospitals, as well as Sub Acute and Ambulatory Services, will undergo similar surveys by the Australian Council on Healthcare Standards in 2015.

Accreditation systems are considered to comprise five key elements:

1. Governance or stewardship function
2. A standards-setting process
3. A process of external evaluation of compliance against those standards
4. A remediation or improvement process following review
5. Promotion of continuous improvement

National Safety and Quality Health Service (NSQHS) Standards and ACHS EQuiP National Standards



Standard 1: Governance for safety and quality in health service organisations describes the quality framework required for health service organisations to implement safe systems.



Standard 2: Partnering with consumers describes the systems and strategies to create a consumer-centred health system by including consumers in the development and design of quality health care.



Standard 3: Preventing and controlling healthcare associated infections describes the systems and strategies to prevent infection of patients within the healthcare system and to manage infections effectively when they occur to minimise the consequences.



Standard 4: Medication safety describes the systems and strategies to ensure clinicians safely prescribe, dispense and administer appropriate medicines to informed patients.



Standard 5: Patient identification and procedure matching describes the systems and strategies to identify patients and correctly match their identity with the correct treatment.



Standard 6: Clinical handover describes the systems and strategies for effective clinical communication whenever accountability and responsibility for a patient's care is transferred.



Standard 7: Blood and blood products describes the systems and strategies for the safe, effective and appropriate management of blood and blood products so the patients receiving blood are safe.



Standard 8: Preventing and managing pressure injuries describes the systems and strategies to prevent patients developing pressure injuries and best practice management when pressure injuries occur.



Standard 9: Recognising and responding to clinical deterioration in acute health care describes the systems and processes to be implemented by health service organisations to respond effectively to patients when their clinical condition deteriorates.



Standard 10: Preventing falls and harm from falls describes the systems and strategies to reduce the incidence of patient falls in health service organisations and best practice management when falls do occur.



Standard 11: Service delivery - Implement and use systems to ensure the safe, appropriate and effective delivery of services to consumers/patients.



Standard 12: Provision of care - Implement and use systems to provide a comprehensive continuum of care for consumers/patients.



Standard 13: Workforce planning and management - Implement and use systems to recruit, assess and improve the performance of clinicians and other staff members.



Standard 14: Information management - Implement and use systems to efficiently and securely collect, use and store information.



Standard 15: Corporate systems and safety - Implement and use systems and processes to ensure the healthcare organisation operates safely and efficiently.