

Welcome

On behalf of the Metro North Hospital and Health Service and staff, we are pleased to present our Quality of Care Report.

As our service levels continue to grow, we are treating more people than ever before. We continue to plan and build for the future, using our Health Service Strategy 2015-2020 as a guide, to meet growing demand across our community for better access to healthcare services and facilities.

This magazine is designed to highlight our diverse services, expertise and the safe and positive experiences within our public healthcare system. It demonstrates how we continue to innovate and progress our vision to be Australia's leading health service.



Dr Paul Alexander AO
Chair, Metro North Hospital
and Health Board



Ken Whelan
Chief Executive, Metro North
Hospital and Health Service

The Quality of Care Report is available online at www.health.qld.gov.au/metronorth/publications



Your local health service

Metro North Hospital and Health Service (MNHHS) is the largest and most diverse hospital and health service in Australia.

We serve a population approaching 900,000 people through the efforts of more than 16,000 staff and hundreds of volunteers. Our catchment community covers an area from north of the Brisbane River to north of Kilcoy, an area of 4,157 square kilometres.

Services are provided 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 newborn, trauma and more than 30 sub-specialties.

MNHHS provides care at all stages of life through a range of services from emergency and acute care to mental health, oral health, and rehabilitation and extended care services. Dedicated units provide public health and Aboriginal and Torres Strait Islander health services.

The Quality of Care Report is produced as part of Metro North's Hospital and Health Service's commitment to increase community awareness of the safety of and quality of its health services.



RBWH is the largest tertiary referral hospital in Queensland with a number of specialities including medicine, surgery, orthopaedics, psychiatry, oncology, trauma and women's and newborn services. RBWH fulfils a significant teaching and research role with links to Queensland's major tertiary institutions.



TPCH is the major tertiary level cardiothoracic referral hospital for Queensland, the largest such unit in Australia, and one of the largest services of its type in the world. The hospital also provides emergency, general medical and surgical services, orthopaedics, and rehabilitation services, as well as outreach specialist services throughout Queensland.



Redcliffe and Caboolture Hospitals are key facilities servicing fast-growing populations. Services include emergency, medical, surgical, orthopaedics, obstetrics, paediatrics, rehabilitation, and specialised outpatients clinics. Kilcoy is a rural hospital providing emergency, general medicine, and postnatal care.




Mental Health, Oral Health, Subacute and Ambulatory Care services are provided from many sites including hospitals, community health centres, residential, rehabilitation and extended care facilities, including the Brighton Health Campus, and mobile service teams. Dedicated units provide public health and Aboriginal and Torres Strait Islander health services. The state-wide Clinical Skills Development Centre is one of the world's largest providers of healthcare simulation.




Further information

We aim for an informative, reader-friendly report. Feedback on how we can further improve is welcome. Contact us at:



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 Metro North Hospital and Health Service



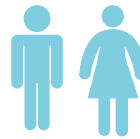
A yearly glance



2.8 million
episodes of care
provided across
our services



268,500
Emergency
Department
presentations



218,000 admissions
to hospital



8,000
births per year
{ that's one
baby born
each hour }



**employs
more than
16,000
people**



largest HHS employer
of nurses in Queensland

7,300

{ 46% of our
workforce }



**more than
36,000**
surgical operations



840,000
outpatient
occasions of service



Herston offers unique
position co-located with
leading researchers