

Welcome

On behalf of Metro North Hospital and Health Service, we are proud to present our annual Quality of Care report.

This report showcases our quality and safety systems and achievements of our health service for you – our patients, consumers, carers and partners.

The articles in this report are a snapshot of our services, who we care for, and how we are leading the way in many areas of person-centred care and clinical excellence. It highlights the innovation and cutting-edge technology that is driving health care into the future, and how our highly skilled workforce is making a positive difference to the lives of almost one million patients in our service catchment, and many more who access our state-wide services.

As our community grows, we are treating and providing care for more people than ever before. Through a strong partnership with Brisbane North PHN, we continue to work collaboratively to plan for the future, improving access to health care services across the care continuum.

Quality and safety remain our key focus at all times and we are proud of what we have achieved in the past year in improved safety, care and a positive experience for our patients.

As always, we look forward to hearing your feedback and what topics you would like to read about in future editions.

We would also like to take this opportunity to thank our many volunteers in all our facilities and those we work closely with everyday to deliver care to our community.

Please contact us via metronorthfeedback@health.qld.gov.au



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

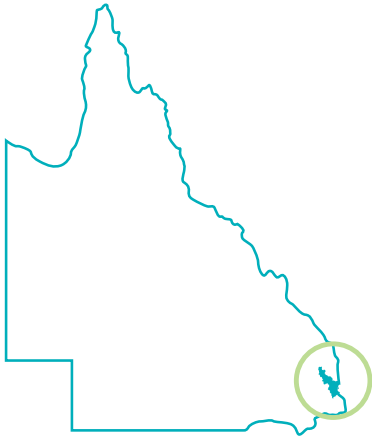


Ken Whelan
Chief Executive, Metro North
Hospital and Health Service



Tell us what you think

Our 2015–2016 Quality of Care Report is our commitment to you – our patients, consumers, carers, families and community members – to keep you up-to-date with how we are doing at Metro North. We have specifically covered the quality and safety of our services, and what we are doing to continuously improve the standard of care we provide. We have also highlighted some outstanding medical research that will make a difference to your care. We would love to hear what you think of the report and of your experiences at Metro North.



Your local health service

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

We serve a population exceeding 900,000 people through the efforts of more than 16,000 staff and hundreds of volunteers. Our catchment community is 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.








Metro North 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, and public health services.

This report is produced as part of Metro North's commitment to increase and improve community awareness of the safety and quality of its health services.

Disclaimer: This publication is intended only as a general guide to services provided by Metro North Hospital and Health Service. It does not substitute health advice from an individual's medical specialist, general practitioner or other health professional.

The Quality of Care report is available online at <https://www.health.qld.gov.au/metronorth/publications/>

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-  Metro North Hospital and Health Service

About Metro North Hospital and Health Service

Metro North Hospital and Health Service is the public hospital and health service for the north side of Brisbane. It is Australia's largest and most diverse hospital and health service.

Our services include:

Royal Brisbane and Women's Hospital (RBWH): 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.

The Prince Charles Hospital (TPCH): the major tertiary level cardiothoracic referral hospital for Queensland, the largest such service 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, Caboolture and Kilcoy Hospitals: key facilities servicing fast-growing populations. Services include emergency, medical, surgical, orthopaedics, obstetrics, paediatrics, rehabilitation, and specialised outpatient clinics. Kilcoy is a rural hospital providing emergency, general medicine, and postnatal care. Metro North also manages Woodford Corrections Health Service.

Oral Health: one of the largest providers of public oral health services in Australia. Services are provided through a network of facilities including specialist clinics at the Brisbane Dental Hospital, University of Queensland Oral Health Centre, and Lady Cilento Children's Hospital, hospital-based clinics, community clinics, school-based clinics and mobile dental clinics.

Mental Health: provides services across the age spectrum from perinatal, child and adolescent, adult to older persons and including a range of specialist services such as consultation liaison, forensic, addiction, eating disorders and community mental health including an inner city homeless team.

Community, Indigenous and Subacute Services (CISS): offers a broad range of quality community-based healthcare and support services to help people improve and maintain their well-being and independence, as well as specialised aged and residential care, Indigenous health, and services delivered from many sites including the Brighton Health Campus, and mobile service teams.

As well as service delivery, Metro North is also committed to education and training. In particular, our focus on excellence ensures a thriving culture of research that delivers continuous service improvement and evidence-based care.



Caring for you

Health literacy is an important safety and quality issue

Health literacy means people can obtain, understand and use the health information and services they need to make appropriate health decisions, and to manage their condition for improved quality of life.

Metro North is committed to providing information and improving interactions with our community using our Quality of Care Report as one way of doing so at the broadest level. We are working on meeting the diverse range of quality and safety health literacy needs by making our report as accessible and easy to understand as possible.

We see our reporting in our Quality of Care Report as a public accountability mechanism, where we can communicate our understanding of quality and safety issues associated with our community's health care needs, and demonstrate the action and achievements made with meeting safety and quality standards.

For more information on Health literacy, see the National Statement on Health literacy at <http://www.safetyandquality.gov.au/our-work/patient-and-consumer-centred-care/health-literacy/>



3.5 MILLION
episodes of care
provided across
our services



280,266
Emergency
Department
presentations



239,376 admissions
to hospital



8,061
births per year
{ that's one
baby born
each hour }



**employs
more than
14,400
people**



largest HHS employer
of nurses in Queensland

6,324
{ 44% of our
workforce }



**more than
46,000**
surgical operations

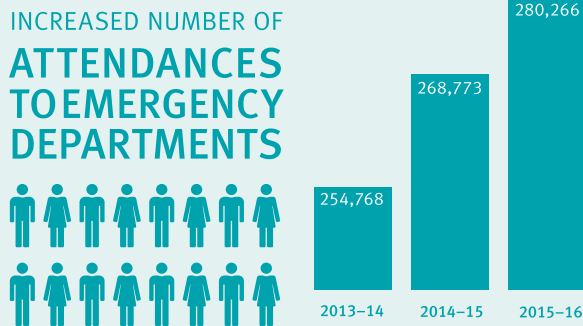
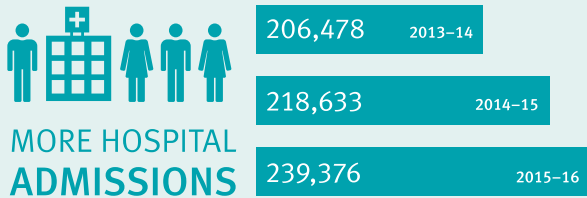
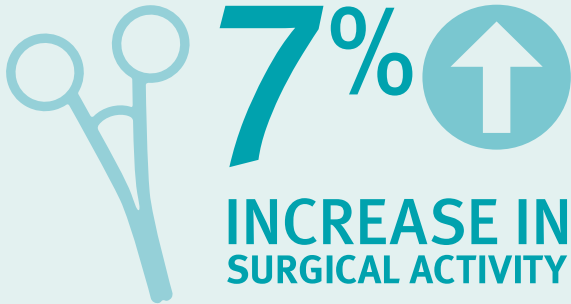


891,969
outpatient
occasions of service



Herston offers unique
position co-located with
leading researchers

2015–16 fast facts



REDUCTION IN LONG WAITS ENT OUTPATIENTS (1,447 PATIENTS) SINCE JUNE 2015



196,363 **ADMITTED OR TREATED AND DISCHARGED IN 4 HOURS***

People admitted or treated and discharged within four hours of presentation to a Metro North ED

73% **194,240** **PATIENTS TREATED WITHIN 4 HOURS**
2014–15

74% **183,951** **PATIENTS TREATED WITHIN 4 HOURS**
2013–14

* Excludes manually collected Kilcoy data.

ZERO **LONG WAIT DENTAL LISTS FOR CHECKUPS**

