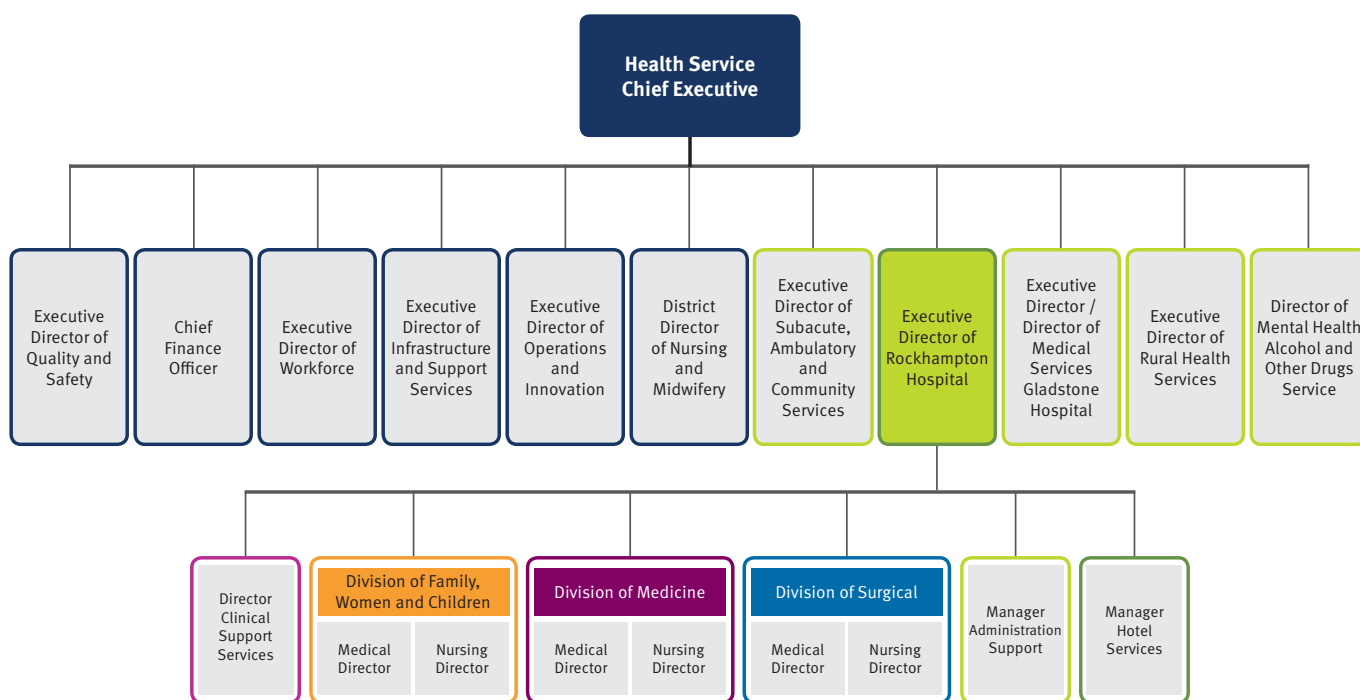
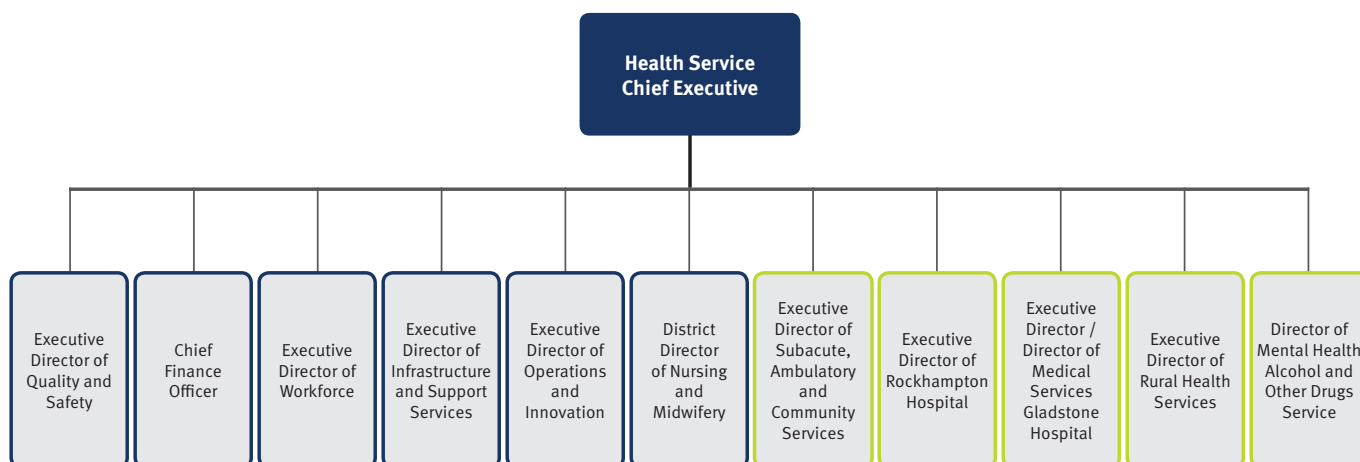


Chapter 9

Appendices

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9.1. Executive Management Structure



9.2. Compliance Checklist

Summary of Requirement	Basis for Requirement	Annual Report Reference
Letter of Compliance	A letter of compliance from the accountable officer or statutory body to the relevant Minister	ARRs – section 8 page vi
Accessibility	Table of Contents Glossary	ARRs – section 10.1 page vii page 109
	Public Availability	ARRs – section 10.2 inside front cover
	Interpreter Service Statement	<i>Queensland Government Language Services Policy</i> ARRs – section 10.3 inside front cover
	Copyright Notice	<i>Copyright Act 1968</i> ARRs – section 10.4 inside front cover
	Information Licensing	<i>QGEA – Information Licensing</i> ARRs – section 10.5 inside front cover
General Information	Introductory Information	ARRs – section 11.1 page iii
	Agency role and main functions	ARRs – section 11.2 page iii
	Operating Environment	ARRs – section 11.3 pages iv-v
	Machinery of Government Changes	ARRs – section 11.4 page 17
Non-Financial Performance	Government's objectives for the community	ARRs – section 12.1 page iii
	Other whole-of-government plans/specific initiatives	ARRs – section 12.2 pages i, iii, 33
	Agency objectives and performance indicators	ARRs – section 12.3 pages 36-37, each chapter
	Agency service areas as service standards	ARRs – section 12.4 pages 36-37
Financial Performance	Summary of financial performance	ARRs – section 13.1 pages 50-54
Governance – Management and Structure	Organisational Structure	ARRs – section 14.1 page 104
	Executive Management	ARRs – section 14.2 pages 15-16
	Related Entities	ARRs – section 14.3 Not Applicable
	Government Bodies	ARRs – section 14.4 Not Applicable
	Public Sector Ethics Act 1994	<i>Public Sector Ethics Act 1994</i> (section 23 and Schedule) ARRs – section 14.5 pages 42-43
Governance – risk management and accountability	Risk management	ARRs – section 15.1 page 18
	External scrutiny	ARRs – section 15.2 page 17
	Audit committee	ARRs – section 15.3 pages 10-13
	Internal audit	ARRs – section 15.4 pages 13-14
	Public Sector Renewal	ARRs – section 15.5 pp ii-iii
	Information systems and recordkeeping	ARRs – section 15.6 page 17
Governance – human resources	Workforce planning, attraction and retention and performance	ARRs – section 16.1 pages 40-43
	Early retirement, redundancy and retrenchment	Directive No. 11/12 <i>Early Retirement, Redundancy and Retrenchment</i> ARRs – section 16.2 page 42
Open Data	Open Data	ARRs – section 17 inside front cover
Financial Statements	Certification of Financial Statements	FAA – section 62 FPMS – sections 42,43 and 50 ARRs – section 18.1 page 95
	Independent Auditors Report	FAA – section 62 FPMS – section 50 ARRs – section 18.2 page 96-97
	Remuneration disclosures	<i>Financial Reporting Requirements for Queensland Government Agencies</i> ARRs – section 18.3 page 90-94

FAA *Financial Accountability Act 2009*

FPMS *Financial and Performance Management Standard 2009*

ARRs *Annual Report Requirements for Queensland Government Agencies*

Chapter 10

Abbreviations

Abbreviation	Full Name
AASB	Australian Accounting Standards Board
CE	Chief Executive
CMC	Crime and Misconduct Commission
CQHHS	Central Queensland Hospital and Health Service
CT	computed tomography
DHPW	Department of Housing and Public Works
EQulP	edition of the ACHS Evaluation and Quality Improvement Program
FBT	Fringe Benefit Tax
FTE	Full time equivalent
GP	General Practice
GST	Goods and Services Tax
HARP	Hospital Avoidance Risk Program
HES	health executive service
HHS	Hospital and Health Service
HR	Human Resources
ICU	Intensive Care Unit
IS	Information Standards
MPHS	Multi-Purpose Health Service
MRI	Magnetic resonance imaging
PPE	Property, Plant and Equipment
QAO	Queensland Audit Office
QGIF	Queensland Government Insurance Fund
RCA	Root Cause Analyses
ROPP	Right of Private Practice
SAC1	Severity Assessment Code 1
SVS	State Valuation Service

Chapter 11

Glossary

Word	Definition
Accessible	Accessible healthcare is characterised by the ability of people to obtain appropriate healthcare at the right place and right time, irrespective of income, cultural background or geography.
Activity Based Funding (ABF)	A management tool with the potential to enhance public accountability and drive technical efficiency in the delivery of health services by: <ul style="list-style-type: none"> • capturing consistent and detailed information on hospital sector activity and accurately measuring the costs of delivery • creating an explicit relationship between funds allocated and services provided • strengthening management's focus on outputs, outcomes and quality • encouraging clinicians and managers to identify variations in costs and practices so they can be managed at a local level in the context of improving efficiency and effectiveness • providing mechanisms to reward good practice and support quality initiatives.
Acute	Having a short and relatively severe course.
Acute care	Care in which the clinical intent or treatment goal is to: <ul style="list-style-type: none"> • manage labour (obstetric) • cure illness or provide definitive treatment of injury • perform surgery • relieve symptoms of illness or injury (excluding palliative care) • reduce severity of an illness or injury • protect against exacerbation and/or complication of an illness and/or injury that could threaten life or normal function • perform diagnostic or therapeutic procedures.
Admission	The process whereby a hospital accepts responsibility for a patient's care and/or treatment. It follows a clinical decision, based on specified criteria, that a patient requires same-day or overnight care or treatment, which can occur in hospital and/or in the patient's home (for hospital-in-the-home patients).
Allied Health staff	Professional staff who meet mandatory qualifications and regulatory requirements in the following areas: audiology; clinical measurement sciences; dietetics and nutrition; exercise physiology; leisure therapy; medical imaging; music therapy; nuclear medicine technology; occupational therapy; orthoptics; pharmacy; physiotherapy; podiatry; prosthetics and orthotics; psychology; radiation therapy; sonography; speech pathology and social work.
Benchmarking	Involves collecting performance information to undertake comparisons of performance with similar organisations.
Best practice	Cooperative way in which organisations and their employees undertake business activities in all key processes, and use benchmarking that can be expected to lead to sustainable world class positive outcomes.

Word	Definition
Clinical governance	A framework by which health organisations are accountable for continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which excellence in clinical care will flourish.
Clinical practice	Professional activity undertaken by health professionals to investigate patient symptoms and prevent and/or manage illness, together with associated professional activities for patient care.
Clinical workforce	Staff who are or who support health professionals working in clinical practice, have healthcare specific knowledge/ experience, and provide clinical services to health consumers, either directly and/or indirectly, through services that have a direct impact on clinical outcomes.
e-Health	Since 2007 Queensland Health has been working on an e-Health agenda that aims to create a single shared electronic medical record (eMR) which will be delivered through the use of information and communication technology. The vision of the e-Health Program is to enable a patient-centric focus to healthcare delivery across a networked model of care.
e-Learning	QH Online Training Environments. ELMO http://elmolearning.com.au/ and iLearn
e-plan	Computerised plan storage room.
Emergency department waiting time	Time elapsed for each patient from presentation to the emergency department to start of services by the treating clinician. It is calculated by deducting the date and time the patient presents from the date and time of the service event.
Full time equivalent (FTE)	Refers to full-time equivalent staff currently working in a position.
Health outcome	Change in the health of an individual, group of people or population attributable to an intervention or series of interventions.
Health reform	Response to the National Health and Hospitals Reform Commission Report (2009) that outlined recommendations for transforming the Australian health system, the National Health and Hospitals Network Agreement (NHHNA) signed by the Commonwealth and states and territories, other than Western Australia, in April 2010 and the National Health Reform Heads of Agreement (HoA) signed in February 2010 by the Commonwealth and all states and territories amending the NHHNA.
Hospital	Healthcare facility established under Commonwealth, state or territory legislation as a hospital or a free-standing day-procedure unit and authorised to provide treatment and/or care to patients.
Hospital and Health Board	The Hospital and Health Boards are made up of a mix of members with expert skills and knowledge relevant to managing a complex health care organisation.
Hospital and Health Service	Hospital and Health Service (HHS) is a separate legal entity established by Queensland Government to deliver public hospital services.
Hospital in the home (HITH)	Provision of care to hospital-admitted patients in their place of residence, as a substitute for hospital accommodation.
Incidence	Number of new cases of a condition occurring within a given population, over a certain period of time.
Indigenous health worker	An Aboriginal and/or Torres Strait Islander person who holds the specified qualification and works within a primary healthcare framework to improve health outcomes for Indigenous Australians.
Long wait	A 'long wait' elective surgery patient is one who has waited longer than the clinically recommended time for their surgery, according to the clinical urgency category assigned. That is, more than 30 days for a category 1 patient, more than 90 days for a category 2 patient and more than 365 days for a category 3 patient.
Medicare Local	Established by the Commonwealth to coordinate primary health care services across all providers in a geographic area. Works closely with HHSs to identify and address local health needs.
Medical practitioner	A person who is registered with the Medical Board of Australia to practice medicine in Australia, including general and specialist practitioners.
Nurse practitioner	A registered nurse educated and authorised to function autonomously and collaboratively in an advanced and extended clinical role. The nurse practitioner role includes assessing and managing clients using nursing knowledge and skills and may include, but is not limited to, direct referral of clients to other healthcare professionals, prescribing medications, and ordering diagnostic investigations.
Outpatient	Non-admitted health service provided or accessed by an individual at a hospital or health service facility.
Outpatient service	Examination, consultation, treatment or other service provided to non-admitted non-emergency patients in a speciality unit or under an organisational arrangement administered by a hospital.
Overnight stay patient	A patient who is admitted to, and separated from, the hospital on different dates (not same-day patients).

Word	Definition
Patient flow	Optimal patient flow means the patient's journey through the hospital system, be it planned or unplanned, happens in the safest, most streamlined and timely way to deliver good patient care.
Performance indicator	A measure that provides an 'indication' of progress towards achieving the organisation's objectives. Usually has targets that define the level of performance expected against the performance indicator.
Private hospital	A private hospital or free-standing day hospital, and either a hospital owned by a for-profit company or a non-profit organisation and privately funded through payment for medical services by patients or insurers. Patients admitted to private hospitals are treated by a doctor of their choice.
Public patient	A public patient is one who elects to be treated as a public patient, so cannot choose the doctor who treats them, or is receiving treatment in a private hospital under a contract arrangement with a public hospital or health authority.
Public hospital	Public hospitals offer free diagnostic services, treatment, care and accommodation to eligible patients.
Registered nurse	An individual registered under national law to practice in the nursing profession as a nurse, other than as a student.
Statutory bodies / authorities	A non-departmental government body, established under an Act of Parliament. Statutory bodies can include corporations, regulatory authorities and advisory committees/councils.
Sustainable	A health system that provides infrastructure, such as workforce, facilities and equipment, and is innovative and responsive to emerging needs, for example, research and monitoring within available resources.
Telehealth	Delivery of health-related services and information via telecommunication technologies, including: <ul style="list-style-type: none"> • live, audio and/or video inter-active links for clinical consultations and educational purposes • store-and-forward Telehealth, including digital images, video, audio and clinical (stored) on a client computer, then transmitted securely (forwarded) to a clinic at another location where they are studied by relevant specialists • teleradiology for remote reporting and clinical advice for diagnostic images • Telehealth services and equipment to monitor people's health in their home.
The Viewer	The Viewer is a read-only web-based application that displays consolidated clinical information sourced from a number of existing Queensland Health enterprise clinical and administrative systems.
Triage category	Urgency of a patient's need for medical and nursing care.
Wayfinding	Signs, maps and other graphic or audible methods used to convey locations and directions.

