Appendix 1:
Index of charts and tables

Appendix 2:
Glossary of terms

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	A management tool with the potential to enhance public accountability and drive technical efficiency in the delivery of health services by: • 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: • 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.
Acute Hospital	Generally a recognised hospital that provides acute care and excludes dental and psychiatric hospitals.
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).
Admitted Patient	A patient who undergoes a hospital's formal admission process as an overnight-stay patient or a same-day patient.
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 sustainable world-class positive outcomes.
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.

Glossary of terms (continued)

Decision support system (DSS)	Consolidates data suitable for finance, human resources, pharmacy and pathology related information for decision support purposes.
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 Boards	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	Provision of care to hospital-admitted patients in their place of residence, as a substitute for hospital accommodation.
Immunisation	Process of inducing immunity to an infectious agency by administering a vaccine.
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 Locals	Established by the Commonwealth to coordinate primary health care services across all providers in a geographic area. Will work closely with HHSs to identify and address local health needs. Will be selected and funded by the Commonwealth. Will be rolled out progressively from 1 July 2011.
Medical practitioner	A person who is registered with the Medical Board of Australia to practice medicine in Australia, including general and specialist practitioners.
Non-admitted patient	A patient who does not undergo a hospital's formal admission process.
Non-admitted patient services	An examination, consultation, treatment or other service provided to a non-admitted patient in a functional unit of a health service facility.
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).
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.
Population health	Promotion of healthy lifestyles, prevention or early detection of illness or disease, prevention of injury and protection of health through organised population-based programs and strategies.
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	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: - 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.
Triage category	Urgency of a patient's need for medical and nursing care.
Way-finding	Signs, maps and other graphic or audible methods used to convey locations and directions.
Weighted Activity Unit	is a standard unit used to measure all patient care activity consistently. The more resource intensive an activity is, the higher the weighted activity unit. This is multiplied by the standard unit cost to create the "price" for the episode of care.

Appendix 3:
Glossary of acronyms

ABF	Activity based funding
AHMAC	Australian Health Ministers Advisory Council
AHPRA	Australian Health Practitioner Regulation Agency
AMS	Antimicrobial Stewardship
ARP	Acute Resuscitation Plan
ATOD	Alcohol, Tobacco and Other Drugs
CALD	Culturally and linguistically diverse
CCU	Community Care Unit
CCTV	Closed Circuit Television
CDA	Clinical Document Architecture
CEPS	Clinical Educator Preparation Support
CFO	Chief Finance Officer
CIMAH	Consumer Integrated Mental Health Application
CIMR	Capital Infrastructure Minimum Requirements Manual
CIO	Chief Information Officer
COAG	Council of Australian Governments
CSCF	Clinical Services Capability Framework
CSRP	Clinical Services Redesign Program
DNA	Did not attend
DNW	Did not wait
DON	Director of Nursing
DSS	Decision Support Services
ECHO	Emergency Capacity Hospital Overview System
EDIS	Emergency Department Information System
EMR	Electronic Medical Record
EMT	Executive Management Team
ESISS	Endoscopy Services Information System Solution
FAA	Financial Accountability Act
FPMS	Finance and Performance Management Standard 2009
FRMS	Fatigue Risk Management System
FRRs	Financial Reporting Requirements
FTE	Full-time Equivalent
GCUH	Gold Coast University Hospital
GP	General Practitioner
HCQ	Health Consumers Queensland
HHS	Hospital and Health Service
HHSPF	Hospital and Health Services Performance Framework
HI	Health Identifier
HITH	Hospital-in-the-Home
HMP	Health Management Protocol
HPID	Health Planning and Infrastructure Division
HQCC	Health Quality and Complaints Commission
HR	Human Resources
HREC	Human Research Ethics Committee

ICF	Internal Control Framework
ICT	Information and Communications Technology
ICU	Intensive Care Unit
ieMR	Integrated electronic Medical Record
IGA	Intergovernmental Agreement
IHI	Individual Healthcare Identifier
IHPA	Independent Hospital Pricing Authority
IR	Industrial Relations
KPI	Key Performance Indicators
LSOP	Long Stay Older Patients
MBS	Medicare Benefits Schedule
MEDAI	Metropolitan Emergency Department Access Initiative
MICE	Multidisciplinary Introduction to Clinical Education
MOU	Memorandum of Understanding
MSRA	Methicillin-resistant Staphylococcus aureus
NEAT	National Emergency Access Target
NeHTA	National eHealth Transition Authority
NHIRF	National Health Information Regulatory Framework
NHMRC	National Health and Medical Research Council
NICU	Neonatal Intensive Care Unit
NPA	National Partnership Agreement
OMAC	Official Misconduct Assessment Committee
ORMIS	Operating Room Management Information System
OSR	Own Source Revenue
PCEHR	Personally Controlled Electronic Health Record
PFS	Patient Flow Strategy
PHC	Primary Healthcare Centre
PID	Public Interest Disclosure / Discloser
PIP	Pressure Injury Prevention Program
PPP	Public Private Partnership
PSC	Public Service Commission
QAS	Queensland Ambulance Service
QH Risk	Queensland Health Risk Management Information System
QHSSP	Queensland Health Shared Service Partner
RBWH	Royal Brisbane and Women's Hospital
SCUH	Sunshine Coast University Hospital
SDS	Service Delivery Statement
VLAD	Variable Life Adjusted Display
VMO	Visiting Medical Officer
VRE	Vancomycin Resistant Enterococcus
VTE	Venous Thromboembolism
WAU	Weighted Activity Unit
WEHO	Workplace Equity and Harassment Officer

Appendix 4:
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	iv
Accessibility	• Table of contents • Glossary	ARRs – section 10.1	1 109-111
	• Public availability	ARRs – section 10.2	iii
	• Interpreter service statement	*Queensland Government Language Services Policy* ARRs – section 10.3	iii
	• Copyright notice	*Copyright Act 1968* ARRs – section 10.4	iii
	• Information licensing	*Queensland Government Enterprise Architecture – Information licensing* ARRs – section 10.5	iii
General information	• Introductory Information	ARRs – section 11.1	5
	• Agency role and main functions	ARRs – section 11.2	6-7
	• Operating environment	ARRs – section 11.3	6-7
	• Machinery of Government changes	ARRs – section 11.4	53
Non-financial performance	• Government objectives for the community	ARRs – section 12.1	6
	• Other whole-of-government plans / specific initiatives	ARRs – section 12.2	6
	• Agency objectives and performance indicators	ARRs – section 12.3	12-16
	• Agency service areas, service standards and other measures	ARRs – section 12.4	9
Financial performance	• Summary of financial performance	ARRs – section 13.1	10
Governance – management and structure	• Organisational structure	ARRs – section 14.1	48-49
	• Executive management	ARRs – section 14.2	47-49
	• Related entities	ARRs – section 14.3	NA
	• Boards and committees	ARRs – section 14.4	46
	• *Public Sector Ethics Act 1994* (Qld)	*Public Sector Ethics Act 1994* (section 23 and Schedule) ARRs – section 14.5	30

Summary of requirement		Basis for requirement	Annual report reference
Governance – risk management and accountability	• Risk management	ARRs – section 15.1	51-52
	• External Scrutiny	ARRs – section 15.2	52
	• Audit committee	ARRs – section 15.3	46
	• Internal Audit	ARRs – section 15.4	6-7
	• Public Sector Renewal Program	ARRs – section 15.5	54
	• Information systems and recordkeeping	ARRs – section 15.6	54
Governance – human resources	• Workforce planning, attraction and retention and performance	ARRs – section 16.1	34
	• Early retirement, redundancy and retrenchment	*Directive No.11/12 Early Retirement, Redundancy and Retrenchment* ARRs – section 16.2	34
Open Data	• Open Data (Consultancies and Overseas Travel)	ARRs – section 17	54
Financial statements	• Certification of financial statements	FAA – section 62 FPMS – sections 43 and 50 ARRs – section 18.1	105
	• Independent Auditors Report	FAA – section 62 FPMS – section 50 ARRs – section 18.2	106-107
	• Remuneration disclosures	*Financial Reporting Requirements for Queensland Government Agencies* ARRs – section 18.3	96-100

FAA   *Financial Accountability Act 2009* (Qld)
FPMS   *Financial and Performance Management Standard 2009*
ARRs   *Annual report requirements for Queensland Government agencies*

www.health.qld.gov.au/goldcoasthealth

Gold Coast University Hospital
1 Hospital Boulevard
Southport Qld 4215
Phone 1300 74 4284

Robina Hospital
2 Bayberry Lane
Robina Qld 4226
Phone (07) 5668 6000

Carrara Community Health Centre
45 Chisholm Road
Carrara Qld 4211
Phone (07) 5667 3200

Robina Health Precinct
2 Campus Crescent
Robina QLD 4226
Phone (07) 5635 6289

Mental Health Services
Ashmore, Southport, Palm Beach
Phone (07) 5519 8910 or
1300 MH CALL (1300 64 2255)
for 24-hour specialist care service

Oral Health Services
Runaway Bay, Nerang, Southport,
Palm Beach and Robina
Phone 1300 300 850

Gold Coast Sexual Health Clinic
2019 Gold Coast Highway
Miami Qld 4220
Phone (07) 5525 5600

Community Health Centres
Palm Beach   Phone (07) 5525 5600
Helensvale   Phone (07) 5580 7800
Bundall   Phone (07) 5570 8500

Community Child Health Centres
Broadbeach   Phone (07) 5572 6231
Bundall   Phone (07) 5570 8500
Coomera   Phone (07) 5519 9421
Helensvale   Phone (07) 5580 7819
Labrador   Phone (07) 5531 1490
Nerang   Phone (07) 5578 1346
Palm Beach   Phone (07) 5525 5602
Robina   Phone (07) 5680 9540
Southport   Phone (07) 5519 2600

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