

# Quality of Care Report

(December 2023 update)



An electronic copy of this report is available at: [www.health.qld.gov.au/southwest](http://www.health.qld.gov.au/southwest).

Hard copies of the annual report are available by phoning (07) 4505 1544. Alternatively, you can request a copy by emailing: [SWHHS\\_Board@health.qld.gov.au](mailto:SWHHS_Board@health.qld.gov.au)



The Queensland Government is committed to providing accessible services to Queenslanders from all culturally and linguistically diverse backgrounds. If you have difficulty in understanding the annual report, you can contact us on telephone (07) 4505 1544 and we will arrange an interpreter to effectively communicate the report to you.

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## Acknowledgement of Traditional Owners

The South West Hospital and Health Service acknowledges the traditional custodians of the lands upon which health services are provided in South West Queensland, acknowledges Elders - past, present and future - and pays its respect to the wisdom, knowledge and leadership of the Elders.

We are proud to recognise the cultural diversity of our communities and workforce. The traditional owner groups align with facilities over the service area as follows:

- **Augathella** - Bidjara (Bid-jara)
- **Bollon** - Kooma (Coo-ma)
- **Charleville** - Bidjara (Bid-jara)
- **Cunnamulla** - Kunja (Koun-yah) with other interests
- **Dirranbandi** - Kooma (Coo-ma)
- **Eromanga** - Boonthamurra (Boon-tha-murra)
- **Injune** - Kongabula (Kong-ga-bull-a)
- **Mitchell** - Gungari (Gon-gari)
- **Morven** - Bidjara (Bid-jara)
- **Mungindi** - Kamilaroi (Car-milla-roy)
- **Quilpie** - Mardigan (Mar-d-gan)
- **Roma** - Mandandanji (Mand-an-dand-gee)
- **St George** - Kooma with Kamilaroi, Mandandanji, Bigambul and Gungarri interests
- **Surat** - Mandandanji (Mand-an-dand-gee)
- **Thargomindah** - Kullila (Coo-lee-lar)
- **Wallumbilla** - Mandandanji (Mand-an-dand-gee)

## Foreword

The South West Hospital and Health Service is committed to ensuring the safety of all patients and clients in our care – be they inpatients, outpatients or clients of our community care services - in addition to maintaining the health and wellbeing of our staff.

Serving communities from Augathella to Mungindi, and Wallumbilla to Thargomindah, our staff are available for you whenever you need them across the South West.

Our vision for safe, individualised, person-centred and highly reliable care includes progressing actions that minimise unwanted variation, and continually seek to improve care experiences and outcomes.

And we will never lose sight of the fact that behind each number is a person – therefore an ongoing focus upon maturing our data to ensure preventable patient harm is minimised, improving the experience of patients and carers as our services further evolve, monitoring safety and quality and promoting further sustainable service improvements will always be of upmost importance to us.

Cultural safety - respectful and culturally safe practices and places informed by the accumulation and application of knowledge of Aboriginal and Torres Strait Islander people's values, principles and norms - are also key to making sure our new models of care and current means of delivery remain fit for purpose for our patients, clients and residents and our communities.

Our values, culture and leadership underpin a compassionate and caring environment where person-centred care is at the heart of everything we do. Therefore, transparency is a key driver.

Alongside the contextual information provided in the following pages, this report is intended to be periodically supplemented with additional appendixes of data that further compliments the [South West HHS annual report](#) other [key strategies](#) that align with our strategic objectives and [other routine data reporting available online](#).

As the individual consumer's experience is fundamental to achieving quality outcomes, ongoing publication of key data will further support a culture of excellence, and achieve our purpose of providing safe, effective, responsible and sustainable rural and remote health services that people trust and value.

Our achievements to date are due to the dedication of our South West clinicians, visiting teams, colleagues and partners - alongside supporting staff across the entire organisation – and we thank you for your continued efforts, commitment and vigilance in ensuring continuity of the highest quality of care for the communities we are privileged to serve.

**Karen Tully**  
Chair  
South West Hospital and Health Board

**Dr Anthony Brown**  
Health Service Chief Executive  
South West Hospital and Health Service

## About the South West HHS

Established on 1 July 2012, under the *Hospital and Health Boards Act 2011*, the South West Hospital and Health Service (South West HHS) is an independent statutory body overseen by a local Hospital and Health Board.

Our ultimate purpose is to provide safe, effective and sustainable health services that people trust and value across our diverse communities.

Queensland's second largest Hospital and Health Service by catchment area, at 319,000 square kilometres – or 17 per cent of the state - South West HHS delivers person centred care to over 26,000 people across the six Local Government Areas of the Balonne, Bulloo, Murweh, Paroo and Quilpie Shire Councils, and the Maranoa Regional Council.



Across three service hubs, there are 26 South West HHS facilities, comprising:

- Three Hospitals - at Roma, Charleville and St George
- Eight Multipurpose Health Services
- Four Community Health Clinics
- Nine General Practices
- Two Residential Aged Care Facilities – at Westhaven in Roma, and Waroona in Charleville.

The entire South West region is identified nationally as being:

- o A *Distribution Priority Area*, where people do not have enough access to doctors, based on the needs of the community
- o A *District of Workforce Shortage*, whereby people have limited access to eight key specialist medical practitioners

Existing health outcomes for rural and remote Queenslanders - and the continuing health disparity for First Nations people – remains below the Queensland average. However South West HHS remains committed to continuing to improve health outcomes and literacy of all South West residents, recognising whilst steps have been taken, there is still a way to go in achieving more equitable outcomes for our communities.

By continually enhancing health care delivery through co-design with patients and our communities - and collaborating with government agencies, service providers and the community with a common purpose of improving health and wellbeing – South West HHS is therefore committed to ensuring a healthier future for South West Queenslanders.

Other key and valued partners in the planning and delivery of services that are focused on what matters most to the people and communities of the South West include:

- Our Aboriginal Community Controlled Organisation Partners – the Charleville and Western Areas Aboriginal and Torres Strait Islander Community Health (CWAATSICH), the Cunnamulla Aboriginal Corporation for Health (CACH), the Surat Aboriginal Corporation and Goondir Health Services
- Western Queensland Primary Health Network, and partner entities
- The Royal Flying Doctor Service
- Southern Queensland Rural Health
- Our 15 local Community Advisory Networks (CANs), plus our Mental Health CAN
- The Darling Downs Public Health Unit
- Our Queensland Emergency Service colleagues - Ambulance, Police and Fire, in addition to State Emergency Service teams and local government partners
- State and Commonwealth departments of health and associated programs and key initiatives, including Tackling Regional Adversity through Connected Communities (TRACC)
- Other statewide entities, such as Health and Wellbeing Queensland, Health Consumers Queensland and the Queensland Mental Health Commission.



**Further information regarding the South West HHS and our facilities is available [on our website](#)**

## Why we monitor Safety and Quality

In accordance with the *Hospital and Health Boards Regulation 2012*, a South West Hospital and Health Board Safety and Quality Committee is responsible for advising the Board on appropriateness, quality, effectiveness and safety of health services, ensuring that all persons are provided a high quality standard of care in a safe environment.

This includes matters relating to the safety and quality of health services, monitoring governance arrangements and appropriate indicators that promote improvements in the quality and safety of services in addition to collaborating with other safety and quality committees, the department and other statewide quality assurance committees in relation to the safety and quality of services.

Meeting on a quarterly basis, the Board's Safety and Quality Committee is informed by monthly meetings of the Executive Planning and Performance Committee, the Executive Quality and Safety Committee, and through the work of other additional advisory committees and considerations, that continually review data reflected in this Quality of Care report – all of which ultimately contributes towards the overall quality of care provided to South West communities.

Data included in the supplementary appendixes to this report provide bi-annual updates on key measures that transparently demonstrates our commitments towards patient quality and safety, alongside a snapshot of some of our key achievements, challenges and future plans.



## Performance and service improvement



To ensure South West HHS continues to deliver strong levels of safe, effective, and equitable care performance expectations are included within [our service agreement with the Queensland Department of Health](#).

Day to day accountability for service delivery across our facilities is overseen by our Health Service Chief Executive (HSCE), who oversees a portfolio based executive team and reports directly to our Hospital and Health Board.

South West HHS also undertakes formal performance meetings with the department.

At a high level, our performance measures are broadly categorised into the following key themes:



**Timely** – care is provided within an appropriate timeframe



**Patient Centred** – providing healthcare that is respectful of and responsive to individual patient preferences, needs and values



**Safe** – the health and welfare of service users is paramount



**Equitable** – consumers have access to healthcare that is responsive to need and addresses health inequalities



**Efficient** – Available resources are maximised to deliver sustainable, high quality healthcare

An internal 'Balanced Scorecard' catch up process of engagement and collegiate discussion across our facilities and key service areas also supports our review of a wider range of local key performance indicators for our facilities or service areas, which ultimately are all reflected in our overall system wide performance.



**Please see the supporting appendixes which provide a six-month summary against selected statewide performance measures.**

## National Standards and Accreditation



At an organisational level, South West HHS is required to maintain compliance with eight [National Safety and Quality Health Service Standards](#), which provide a nationally consistent statement of the level of care consumers can expect from health service organisations.



South West HHS primary care (GP) services are also required to maintain compliance with the [National General Practice Accreditation scheme](#), also developed by the Australian Commission on Safety and Quality in Health Care, which further supports an ongoing development and culture of continuous of quality improvements.



Our residential aged care services are accredited by the independent Aged Care Quality and Safety Commission against national [Accreditation Standards and outcomes](#) that ensure the quality of care and quality of life in residential care settings.



South West HHS also actively ensures all patients are aware of the [Australian Charter for Healthcare Rights](#) wherever they access care.





**At 31 December 2023, South West HHS remained fully compliant with its accreditation obligations:**



Having undertaken its scheduled organisation wide review during week commencing 25 October 2024, South West HHS received pleasing feedback regarding our emphasis upon compassionate, person centred-care, and our collective willingness to continue to strive to provide the very best of service for our communities. We continue to remain focused on maintaining its 'accreditation ready every day' status whilst also continuing to mature and evolve our Clinical Trials capacity in a sustainable manner.

This new nation-wide, short notice organisation accreditation approach commenced from 1 July 2023, and is an important element of demonstrating our internal safety and quality systems. It is therefore pleasing that South West HHS was an early participant in this important review process as we continue to demonstrate consistency in terms of nationally benchmarked practices that deliver levels of care consumers should expect.



With two remaining General Practices having transitioned from 4<sup>th</sup> to 5<sup>th</sup> edition *Royal Australian College of General Practitioners Standards for General Practice*, four of our nine GP clinics are fully accredited against the 5<sup>th</sup> Edition Standards to 2023, and a further three during 2024.



Our two Residential Aged Care Facilities (RACF) – the Waroona Multipurpose Centre, Charleville and Westhaven RACF, Roma are currently both accredited to 2024.

## Further information



Please get in touch if there is further information you would like to see included in future reports.

You may also be interested in joining your local Consumer Advisory Network – and advocate the needs of your local community by helping us better understand at a local level what is working and how we can involve local people in the development of their future services.



Further details are also available on our [CAN webpage](#) or [please contact us via email](#)