



Wide Bay Hospital and Health Service

Quality of Care Report

2023-2024

2025007-WBHHS



**Wide Bay Hospital and Health Service
Quality of Care Report 2023-2024**

Version control

This version was approved by WBHHS Chief Executive in January 2025.



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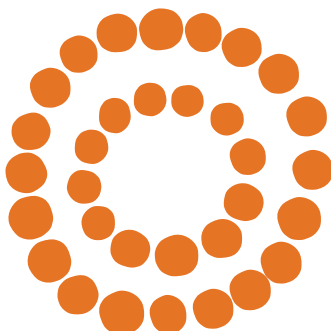
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Wide Bay Hospital and Health Service respectfully acknowledges the Traditional Custodians of the land and water on which we work and live. We pay our respects to Elders and leaders past, present and emerging.

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Introduction



What is the Quality of Care Report?

The *Quality of Care Report 2023-2024* (Quality of Care Report) is an annual document reporting on the quality of services delivered by Wide Bay Hospital and Health Service (WBHHS). The report's aim is to increase public awareness of health service performance, as well as to enhance accountability and drive quality improvement. The Quality of Care Report demonstrates our commitment to providing the best possible outcomes for the patients and communities we serve.

What does the Quality of Care Report tell you?

The report has been designed to demonstrate our commitment to the strategic directions laid out in our *WBHHS Strategic Plan 2022-2026, Care, connection, compassion for all*.

The report provides performance indicators and describes how we are using these measures to improve and make a difference for the community and delivery of quality health services. Data sources are from the *Wide Bay Hospital and Health Service Annual Report 2023-2024* (Annual Report) and Power BI, BreastScreen, MOSAIC and Oral Health Information System unless otherwise stipulated.

Why are we producing a report?

WBHHS is committed to the transparent, voluntary disclosure of quality indicators of performance. The report allows the community to reflect on and analyse the care we are providing. We are proud to have voluntarily produced a Quality of Care Report since 2014-2015.

In December 2019, the Health Transparency Act 2019 was passed by the Queensland Government. The purpose of this Act is to improve the transparency of the quality and safety of health services and to help consumers make better informed decisions about their health care. The Quality of Care Report meets the legislated requirements under the Act and ensures our community is fully informed about all aspects of the quality of our health service.

The Quality of Care Report supplements the Annual Report which can be found on our website.

Providing feedback on this report

We welcome your feedback on this year's report. Partnering with our community ensures that we provide information that is valuable to you as well as structuring the report to meet your needs.

To share your thoughts on this year's report, please email WBHHS-QUALITY@health.qld.gov.au

Statement from the Chief Executive



Debbie Carroll

Chief Executive, Wide Bay Hospital and Health Service

As we reflect on the 2023-2024 year, it is clear it has been a period of significant progress and achievement for Wide Bay Hospital and Health Service and our community. Our vision of 'Care, Connection, Compassion for All' continues to be the driving force behind everything we do, and it is this focus that has guided us through a year of remarkable growth and transformation.

Despite the significant increases in hospital emergency department presentations and the rapid population growth in our region, our teams have risen to the challenge and delivered outstanding results. We have demonstrated improved performance across multiple metrics and key performance indicators (KPIs), a testament to the dedication, skill, and commitment of our staff. We acknowledge that these achievements are not just numbers on a spreadsheet; they represent real people who are receiving better access to care, in the right place, at the right time. This is a direct result of our ongoing collective commitment to excellence in healthcare.

One of the key areas where we have made substantial strides is in our continued focus on providing care closer to home. Through the expansion of our telecare services, we have been able to reach more patients in our community, reducing the need for them to travel long distances for care. This initiative is particularly important in a region as diverse and expansive as ours, where access to healthcare can be a challenge for many. By leveraging technology, we are ensuring more people can receive the care they need, when they need it, without the added burden of travel.

This year also marked a significant milestone in our commitment to health equity with the appointment of our Executive Director for Aboriginal and Torres Strait Islander Health. This role is a key component of our Health Equity Plan and underscores our dedication to closing the gap in health outcomes for First Nations Australians. We are proud to take this important step toward ensuring that all members of our community have access to culturally safe and responsive healthcare.

In addition to these initiatives, we are delivering on our staff workforce strategy, which is central to our mission of making our health service a truly great place to work. We believe our people are our greatest asset, and we are committed to continuing to foster a workplace culture that is supportive, inclusive, and empowering. There has been a strong focus on staff wellbeing, including developing the *Employee Wellbeing Framework 2023* and undertaking the pilot Arts in Health program which is delivering positive benefits for staff and patients.

Another key achievement this year has been the delivery of the *Wide Bay Hospital and Health Service Disability Plan 2024–2027*. This plan reflects our commitment to creating an inclusive and accessible environment for all patients, staff, and visitors. By removing barriers and improving access, we are ensuring that our services are welcoming and accommodating to everyone, regardless of ability.

While the development of important initiatives takes time it is truly gratifying to see them coming to fruition. The progress we have made this year is a testament to the hard work, collaboration, and shared vision of our entire team.

As we look to the future, we remain confident our health service is on the right path. Together, we will continue to build on our successes, driven by our unwavering commitment to care, connection, and compassion for all.

Activity snapshot 2023-2024

5.9%



Re-admissions to acute psychiatric care within 28 days of discharge

27 minutes



Average wait time for Emergency Department treatment (~42%*)

45,263



Cancer care occasions of service (~6%*)

134,140



Emergency department presentations (~6%*)

8,497



Telehealth occasions of service (~12%*)

13,920



BreastScreen scans (~14%*)

93%



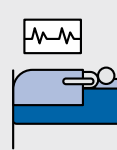
Elective surgery patients treated within clinically recommended time# (~89%*)

86%



Specialist outpatients seen within clinically recommended time# (~89%*)

37,920



Patient admissions from the emergency department (~21%*)

29 days



Average wait time for elective surgery

1,626



Babies born (~10%*)

255,851



Oral health treatments (~9%*)

*Compared to last reporting year 2022-2023. #Refers to Category 1 patients seen or treated within 30 days.

Care, connection, compassion for all

The Quality of Care Report is based on the *WBHHS Strategic Plan 2022-2026, Care, connection, compassion for all.*

Our vision

Care, connection, compassion for all.

Our purpose

To compassionately care and connect with the Wide Bay community and our staff to provide excellence in regional health services.

The central pillars of care, connection, compassion for all are:



Optimise and transform



Foster partnerships



Equity and access



Nurture and future-proof workforce



Embed technology

We are committed to providing quality health services for the Wide Bay community. We recognise the challenges and also the great opportunities to make this happen.

Our challenges

- providing a sustainable health service for the diverse needs of the Wide Bay region.
- rapidly ageing population with almost one third of our residents to be aged over 65 years by 2031.
- high rates of smoking, risky drinking, obesity and hospital admissions from chronic disease.
- high rates of mental health conditions.
- ageing health service infrastructure and technology.
- ageing health workforce combined with a competitive market to secure skilled professionals.
- high levels of socio-economic disadvantage resulting in higher service demand and negative impact on health outcomes.
- not meeting community expectations that all health services are available at all locations.

Our opportunities

- harnessing the skill and experience of our staff to drive innovation and quality outcomes.
- effectively engaging with staff and community partners to co-design health services and health promotion strategies.
- strengthening collaborations with the education sector and our health stakeholders to deliver care without duplication.
- delivering health equity.
- working with community partners to enhance health literacy.
- developing new models of care including virtual care initiatives and leverage the innovative models which have arisen from the COVID-19 response.
- enhancing organisational culture through our values.
- attracting, recruiting, retaining and developing our skilled workforce to provide care which meets the Wide Bay's requirements.

We deliver on the opportunities through our WBHHS values of:



Collaboration
Collaborative teamwork



Accountability
Act with integrity



Respect
Value diversity



Excellence
Be proud of all that we do



Through patients' eyes

Optimise and transform

Enhance and transform health services to improve patient outcomes



The strategic direction of 'Optimise and transform' focuses on increasing coordination and agility across the WBHHS network of services to grow self-sufficiency, capacity and capability to meet the community needs and demand.

Emergency services

Emergency departments across WBHHS had 134,140 presentations for the year. The percentage of patients seen within recommended times based on clinical urgency is listed below.

Across 2023-2024, 41,969 patients presented to WBHHS facilities via ambulance, this is an additional 2,240 patients compared to the previous year. Of these patients 28,069 were transferred into the care of a nurse or clinician within the recommended 30 minutes (Patient Off Stretcher Time - POST). Across our rural facilities 92.32 per cent of QAS-delivered patients were transferred into our care within 30 minutes. At our three larger facilities, where there is a significantly higher volume of patients, 65.53 per cent of QAS-delivered patients were transferred into our care within 30 minutes. A further 14.71 per cent were transferred into our care within 60 minutes.

If a patient arrives via ambulance and is not transferred into the care of a WBHHS emergency department clinician within 30 minutes, every minute exceeding the 30-minute benchmark is considered 'lost.' Across 2023-2024, 344,813 lost QAS minutes were recorded. This represents a 26 per cent decrease from 2022-2023.

WBHHS has implemented new emergency department Patient Flow and Medical Commander roles. These are expert clinical staff who direct and coordinate the flow of patients presenting to our emergency departments. We have seen measurable success in the Hervey Bay emergency department with this new operational model and we are optimistic to see that replicated in Bundaberg. WBHHS clinical experts in the emergency department have also seen improvements in patient outcomes and flow with the opening of the Lighthouse and Oasis mental health spaces adjacent to the emergency department in Bundaberg and Hervey Bay. The expansion of this service to Maryborough Hospital is well progressed.



	Triage waiting times	Emergency length of stay (ELOS)	Patient off stretcher time (POST)
Category	WBHHS Performance (Benchmark)	WBHHS Performance (Benchmark)	WBHHS Performance (Benchmark)
1 (seen within 2 minutes)	100% (100%)	5.8 hours (4 hours)	67% (90%)
2 (seen within 10 minutes)	78% (80%)		
3 (seen within 30 minutes)	59% (75%)		
4 (seen within 60 minutes)	71% (70%)		
5 (seen within 120 minutes)	93% (70%)		



Fraser Coast Mental Health Unit

A new 22-bed mental health inpatient unit was opened in 2024 to enhance mental health services in Hervey Bay.

This facility is Hervey Bay's first dedicated mental health unit. It aims to offer faster access to care, redirecting mental health cases away from the emergency department for a more efficient patient journey.

Situated close to Hervey Bay Hospital's emergency department, the unit serves as a central hub for the Community Acute Care Team, strengthening the network of care for patients.

Staff and community members, alongside Butchulla Elders, gathered on Butchulla Country to participate in a poignant Smoking Ceremony, symbolising the cultural inauguration of the new space.

The new unit received widespread acclaim, with attendees expressing admiration for its facilities

and the thoughtful design that went into creating a supportive environment for mental health care.

The second stage involves renovating Maryborough Hospital's existing inpatient unit into a specialised 10-bed facility dedicated to older persons' mental health care.



Elective Surgery and Specialist Outpatient Department services

	Elective Surgery (ES)	ES number of patients treated	Specialist Outpatients (SOPD)	SOPD average days to treatment
Category	WBHHS Performance (Benchmark)	WBHHS Performance	WBHHS Performance (Benchmark)	WBHHS Performance
1	93% (>98%) (treated within 30 days)	2333 (2065)	89% (90%) (seen within 30 days)	12 days
2	79% (treated within 90 days)	1460	54% (85%) (seen within 90 days)	93 days
3	88% (treated within 365 days)	663	72% (85%) (seen within 365 days)	338 days

Treated in time performance targets for category 2 and 3 patients are not applicable for 2023–2024 due to the system's focus on reducing the volume of patients waiting longer than clinically recommended for elective surgery. The targets have been reinstated for 2024–2025.

Equity and access

Services delivered are equitable and accessible to the community



Accreditation

WBHHS accreditation status	Fully accredited
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From July 2023, mandatory short notice assessment to the National Safety and Quality Health Care (NSQHS) Standards replaced the existing announced and voluntary short notice assessments of hospital and day procedure services. These assessments support continuous implementation of the Standards and reduce the administrative burden of preparing for an accreditation assessment.

As the nation transitions to full short notice accreditation WBHHS continues to be national leader in the space. In 2023-2024, WBHHS participated in three short notice accreditation surveys of the NSQHS standards and continues to meet the Commission’s requirements. WBHHS’s accreditation status is ‘Met’ until March 2026, and we are committed to ensuring the NSQHS standards are embedded into everyday practice.

National Clinical Trials Governance Framework



All jurisdictions agreed to implement the National Clinical Trials Governance Framework (Governance Framework) in health service organisations as an embedded approach under the Australian Health Service Safety and Quality Accreditation (AHSSQA) Scheme.

It is mandatory for all public and private Australian hospitals, day

procedure services and public dental services to be assessed through an independent accreditation process to determine whether they have implemented the National Safety and Quality Health Service (NSQHS) Standards.

For the first three-year accreditation cycle, health service organisations will be assessed against a maturity scale as either having Established systems, Growing systems, or Initial systems in place to meet the NSQHS Standards for clinical trial service provision using the Governance Framework.

WBHHS is currently undertaking a monitored review and gap analysis against the framework to meet the compliance standards.

New era for healthcare in Bundaberg

In June 2024, representatives from WBHHS gathered to see a momentous milestone in the history of healthcare for our region as the Chief Executive was joined by community and stakeholders to turn the sod at the new Bundaberg Hospital to mark the official start of construction.

The landmark project, with a \$1.2 billion investment, promises a significant enhancement to our healthcare services. The new hospital will offer an additional 121 overnight beds.

The expanded facility will also feature a larger emergency department, additional operating theatres, and a broader range of outpatient and diagnostic services. Moreover, it will include dedicated spaces for teaching, training, and research, supporting our ongoing commitment to medical excellence and education.

An intimate gathering saw representatives from the First Nations Bailai, Gurang, Gooreng Gooreng, and Taribelang Bunda people perform a traditional smoking ceremony onsite prior to construction commencing. The ceremony is a reminder of our deep respect for the Traditional Custodians of the land and their enduring connection to it.



Hospital in the Home (HITH)

Hospital in the Home (HITH) is a model of care which allows the provision of health care in the patient’s home that would otherwise have required treatment in a traditional hospital bed. HITH is focused on substituting inpatient care with care in the home setting. This allows care to be provided in an environment to best meet the care needs of our consumers. WBHHS is the first in the state to implement a Mental Health HITH program of care.

To provide care closer to home, telecare services have commenced for rheumatology and endocrinology patients. Another new telehealth initiative is the patient-facing tissue analytics application that facilitates outpatient monitoring

by experts, while treatment is provided in the community. The tool helps record, track and analyse wounds through AI powered 2D and 3D wound imaging. The application is particularly useful for patients with diabetic foot ulcers, venous leg ulcers, pressure injuries and chronic healable wounds.

Hospital in the Home (HITH) separations have more than doubled over the past financial year. WBHHS’s target to have 1.7 per cent of total patient separations facilitated by HITH, was exceeded at 0.3 per cent.

Facility	Number of people cared by HITH	WBHHS Performance	QH Target
Bundaberg Hospital	1,259	2%	1.7%
Hervey Bay Hospital	1,210		
Maryborough	128		

Hervey Bay ICU celebrates 25 years

The Hervey Bay Intensive Care Unit (ICU) celebrated 25 years of serving the Fraser Coast Community. The celebrations included acknowledging staff serving more than ten years of service. Fiona Christensen was recognised for her 21 years of dedication and contribution to caring for Fraser Coast consumers along with Dr Peter Harvey who was the first Clinical Director. Fast forward to today and there is much to celebrate; an intensivist-led service, experienced intensive care-trained nurses, backed by specialist equipment, an ICU-trained education team, DonatLife nurse specialist, clinical coaches, and the recent successful transition from paper-based to electronic clinical documentation using Metavision.



Patient Reported Experience Measures (PREMS)

The Queensland Health Patient Reported Experience and Outcome Measures initiative is a key priority that aligns with the requirements of the National Safety and Quality Health Service (NSQHS) Standards (Standard 2 - Partnering with Consumers).

The key features of the system include sending a link via SMS (text message) or email to a patient following or during contact with the health system. The message requests that they complete a PREMs survey offering the opportunity to provide overall ward/hospital feedback as well as feedback by clinical specialty.

PREMS is continually being expanded to include more specialties within healthcare. Currently data is captured for emergency, endoscopy, general surgical outpatients, inpatients and paediatric inpatient and outpatient.

WBHHS PREMS emergency overall rating of care is 84% for ‘Good’ and ‘Very good’ which is consistent with the Queensland average of 84%.

Overall rating of care

Emergency Department



Hospital stays



Very good Good Adequate Poor Very poor

Embed technology

Increase access to virtual care through embedded technology



Telehealth

WBHHS delivered 8,723 outpatient consultations, treatments, or services via telehealth across the 2023-2024 year.

WBHHS		
2023-24 Episodes	Target Episodes	% of target
8,723	7,940	109%

WBHHS's telechemo service is extending to Mundubbera, Eidsvold, and Childers. The service brings crucial cancer care closer to rural patients' homes, reducing the need for extensive travel. Since the service was initially piloted in Monto in 2016, it has grown to include Gayndah, Gin Gin, and Biggenden, and now Mundubbera, with training underway in Eidsvold and Childers.

WBHHS information systems and solutions

WBHHS has increased the availability and utilisation of information solutions for staff and decision-makers across the HHS.

MetaVision was implemented in Hervey Bay and Bundaberg Intensive Care Units (ICU). The Metavision ICU clinical information system is specifically designed to address the demanding challenges and clinical workflows of intensive care units. Metavision generates comprehensive and accurate electronic medical records minute by minute. This empowers clinicians to make informed critical decisions, reduce errors and enhance patient care.

WBHHS is making improvements to its asset reservations systems. Organisational vehicle bookings have been migrated to a new vehicle booking system and meeting rooms are now booked via Outlook.

WBHHS has upgraded and expanded the Philips Patient Telemetry. Telemetry is an observational recording tool that allows continuous cardiac monitoring while the patient remains active without the restriction of being attached to a bedside cardiac monitor.

WBHHS has replaced and upgraded its Vitrea Server with the vendor.

WBHHS launched our *Digital Health Strategic Plan 2023-2029* to serve as our strategic blueprint to communicate how our digital health plans help us achieve our vision of Care, Connection, Compassion for all.

In 2022-2023, WBHHS worked with eHealth to progress the development of a business case to inform the rollout of an integrated electronic medical record (ieMR). This was part of our future focused digital health strategy to replace paper based records. Fast forward 12 months and WBHHS has been progressing detailed plans with stakeholders for ieMR.

Statewide telehealth conference

Healthcare professionals from across the state gathered in Bundaberg in November 2023 for the Telehealth Coordinator Forum, hosted by Wide Bay Hospital and Health Service in collaboration with the Telehealth Support Unit.

The agenda was aimed to highlight and discuss the differences between metro and regional healthcare. Attendees had the opportunity to hear from staff, community and consumers about the virtual telehealth care work being undertaken in rural, regional and remote communities.

Like many other rural areas, WBHHS faces unique healthcare challenges, geographical barriers, limited specialist availability, an ageing population and workforce shortages.

The forum included a visit to Gin Gin hospital, where participants explored the hospital and township followed by presentations and a panel discussion to shed light on the nuances of rural healthcare provision. The virtual reality demonstration from Eidsvold showcased how innovative patient-centred positive outcomes can be achieved at low-cost.



Foster partnerships

Partner with diverse stakeholders to better serve the community



Research Consumer Advisory Group

WBHHS currently has ten consumer representatives partnering on the Research Consumer Advisory Group (RCAG). RCAG is chaired by a consumer and works in partnership with WBHHS to strengthen the consumer voice in research services.

Members work alongside and partner with researchers to develop research projects through sharing their lived experience to inform decision making and co-design publications used to promote research projects, inform participants and/or share the findings of the research.

The RCAG works to ensure consumer needs are taken into consideration in research and clinical trials with advice provided on:

- service planning, design, delivery, monitoring and evaluation.
- informing policy and/or procedure development where appropriate.
- highlighting current consumer and/or community priority areas, issues and trends in relation to research and/or clinical trials.
- ensuring the focus of WBHHS research and clinical trial services are consistent with the strategic vision, Care, connection, compassion for all.

- positively influencing person-centred care in relation to research and clinical trial services. Supporting consumers' ability to find, understand and use information about WBHHS research and clinical trial services.

The involvement and engagement with consumers is supported by the Australian Health Service Safety and Quality Accreditation (AHSSQA) Scheme and the National Clinical Trials Governance Framework.

Partnerships

Supporting our health sector by selecting future medical students

Members of the WBHHS community were invited to become a Multiple Mini Interviewer for The University of Queensland (UQ), Medical School. UQ's MD Program strives to be internationally renowned for the excellence of its education and the quality of its graduates. To achieve this goal, prospective students who have the potential to be outstanding doctors are assessed across a range of humanistic skills, such as communication, teamwork, empathy, and integrity.



Supporting Hope in a Suitcase: WBHHS's Heartfelt Contribution

In the spirit of giving and compassion, the WBHHS team has again rallied together, spreading warmth and hope to children in need through their remarkable support of Hope in a Suitcase.

The aim is to provide children across Australia, entering foster care or out-of-home care, something to call their own. To send them a message that they are important and cared for by our community.

In 2022 the WBHHS community donated around 35 suitcases and almost twice as many cases were delivered in 2023-2024.

The collective efforts of the WBHHS teams stand as a testament to the power of kindness and community spirit. Every donation, no matter how small, has played a significant role in conveying love and support to children during what can be a daunting and challenging period in their lives.

Research and training

The WBHHS research department is achieving world-class engagement on clinical trials that are critical to the wellbeing of our communities. WBHHS is participating in C-POST, a clinical randomised, placebo-controlled, double-blind trial involving cancer patients with a diagnosis of skin cancer (melanoma). C-POST is WBHHS cancer care's highest recruiting trial to date, and WBHHS is the third highest recruiting institution in the world.

Women's health

In November 2023 Wide Bay BreastScreen service went through the BreastScreen Australia accreditation process and achieved its fourth year of accreditation with no conditions. BreastScreen carried out 13,920 screens within the Wide Bay in 2023-2024, exceeding our annual target by 120 screens and delivering 1884 more screens than the previous financial year. Both achievements were possible due to positive recruitment to the team.

BreastScreen activity			
WBHHS Target Performance (Benchmark)	Online bookings	Did not attends	Ages 50-74 (All screens)
101% (100%)	20%	2.1%	87%





Partnering with Consumers

WBHHS recognises and values the importance of partnering with consumers and communities. These partnerships bring a broad range of perspectives to the planning, design and delivery of services which may not otherwise be considered.

Consumer partnerships

Consumers are engaged with WBHHS as members of over 20 strategic and operational committees, ranging in topic, location and deliverables. These groups include Community Reference Groups, Consumer Advisory Groups, Consumer Partnership Group, Disability Plan Working Group, new Bundaberg Hospital Project User Groups and the Spiritual Care Committee.

Spiritual care plays an important part for many of our patients, which has a positive impact on their holistic healthcare journey and wellbeing. Hospital Chaplains not only support patients at their bedside, but also provide support to the entire WBHHS community including their families, carers, and our staff. With the commitment from our WBHHS to provide annual funding for the training of new Hospital Chaplains, we can train and induct a pool of skilled Chaplains who hold a nationally accredited qualification.



Community partnerships

The Bundaberg Regional Council Library's First 5 Forever program joined forces with the Wide Bay HHS Community Child Health team, working hand in hand to promote early literacy and its connection to overall health outcomes.

As part of the partnership, 1,500 First 5 Forever Family Education Bags were donated to the WBHHS Child and Community Health team. These carefully curated bags are designed to provide families with valuable resources and tools to nurture a love for reading.

Early literacy research shows that early exposure to reading and language significantly contributes to a child's overall wellbeing and plays an important role in a child's cognitive, emotional, and social development, and the partnership allows integrated literacy support into our services.

The Child Health team also has access to library outreach kits. These kits serve as a vital resource, ensuring that families have easy access to valuable materials during their visits.

This collaborative effort highlights the shared commitment of both organisations to build a stronger, healthier community, one story at a time.



Volunteer and auxiliary services

Making hospital visits warmer with compassion and essentials.




Volunteers in the Geriatric Emergency Department Intervention (GEDI) make their way around Hervey Bay Hospital engaging with patients and checking they have everything they need to be comfortable. A change of clothes, clean undies, or a comb might not seem like much, but it can make all the difference to someone experiencing an unexpected hospital stay. It's not just the trolley brimming with gifts that makes the GEDI volunteers so popular. It is the compassionate ear they lend and the support they provide to patients and their families.

Complaints, compliments and feedback






WBHHS is committed to understanding the needs of our patients and consumers. Feedback from our community is important to us. It enables us to respond appropriately and to provide the best possible consumer experience. Your feedback helps us understand where we need to improve.

How do we manage your feedback?

When we receive feedback, we take the following steps to thoroughly investigate the concern. All feedback is logged into our electronic database (RiskMan).

-  We provide you with a formal acknowledgement that we have received your feedback within 5 days.
-  We assess your concerns and investigate the issues. This is undertaken by senior clinicians or leaders in the area of concern. The process is supported and coordinated by our Clinical Governance Facilitators to assist in providing a thorough and timely response.
-  We aim to give you a response within 35 days. Depending on the complexity of your concern, it could take a little longer. If it does take longer than 35 days, we will keep you informed as to our progress.

How can you provide a complaint, compliment or feedback?

-  In person to the staff member who is providing your service, or the person in charge of the area.
-  Call the Clinical Governance Support Unit on 07 4184 1824.
-  Complete a feedback form or letter and hand it to a staff member, or send to Clinical Governance Support Unit, PO Box 592, Hervey Bay Qld 4655.
-  Email us at WBHHS-CGSU@health.qld.gov.au
-  Complete our online form by visiting www.widebay.health.qld.gov.au and searching for 'feedback'.

Compliments

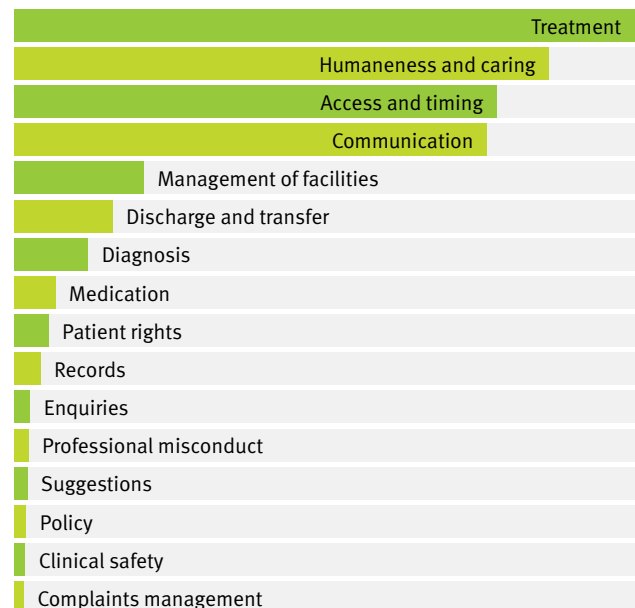
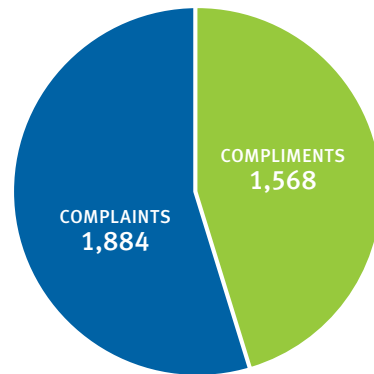
Understanding what we are doing well is important. In 2023-24, we received 1,568 compliments about the care that we have provided. This is an increase of 17 per cent from the previous year.

Complaints

In the 2023-24 financial year, WBHHS received 1,884 complaints this is a rise of 15 per cent on last year. 98.84 per cent of these were acknowledged within five days and 76 per cent were closed with the 35 day KPI, just falling short of the 80 per cent benchmark.

Despite this increase the average days that a complaint remained open was 23 days which is below the 35 day Key Performance Indicator. WBHHS has seen more than a doubling of complaints closed at front line with 25 per cent of complaints resolved directly with the consumer, at front line.

Between July 2023 and June 2024 there were five patient complaints identifying relevance to the Human Rights Act. All were resolved locally. An additional 39 complaints were received from staff, with all of the staff complaints resolved locally and resulted in no further action.



Nurture and future-proof workforce

Strengthen our workforce to ensure care, connection, compassion for all



Our staff in numbers

4,816



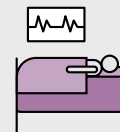
Number of staff

3,827



Full-time equivalent staff

94%



Frontline staff

586



Culturally and linguistically diverse employees

135



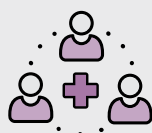
Staff identifying as Aboriginal or Torres Strait Islander

114



Staff identifying as having a disability

73,500



Nursing student placement hours

116



New graduates



Regional Medical Pathway

Wide Bay Regional Medical Pathway (RMP) team received a highly commended certificate at the 2024 Queensland Health Awards for Excellence. The team has been recognised in the highly competitive 'Prioritising our People' category, highlighting their dedication to improving healthcare outcomes in the region.

The RMP team addresses regional medical workforce challenges through an innovative end-to-end medical education pathway. The team enhances workforce nurturing and reform, significantly improving the attraction and retention of medical officers in Wide Bay.

WBHHS's Medical Education and Wellbeing Registrar role ensures smooth transitions for medical students into the workforce with holistic development through mentorship, career guidance and wellbeing education. Their efforts have now been acknowledged at a state level, reflecting the significant impact they have made on the community.



Biggenden staff accommodation

Healthcare staff at Biggenden Multipurpose Health Service are enjoying modern and more comfortable accommodation with the installation of 10 new self-contained units. Each one-bedroom air-conditioned unit includes an ensuite, kitchen, living area and laundry and a small outdoor deck.

The modular buildings were manufactured offsite in a factory in Brisbane, minimising noise and disruption to hospital operations, staff, and patients. Buildings were then delivered to Biggenden and craned into place in mid-September enabling service connections and the final touches to be completed.

Graduate nurses and visiting health professionals were previously accommodated in ageing nurses' quarters with single rooms and shared amenities.

Consistent with issues being experienced Australia wide, securing contemporary and suitable accommodation for the WBHHS workforce continues to be a challenge and the new staff accommodation in Biggenden will go a long way toward helping to attract and retain healthcare workers to our rural areas.



Clinical coaching program

WBHHS has rolled out a new clinical coach positions, redefining the training approach for graduate nurses.

Clinical coaches facilitate a supportive learning environment for graduate nurses in real time by being able to identify learning needs and provide guidance as required.

Clinical coaches work alongside graduates to assist them to achieve their goals in a clinical setting whilst feeling supported and confident in their practice.

For further information please contact:

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