



Health and Community Services Committee

Estimates 2013

VOLUME OF ADDITIONAL INFORMATION



Health and Community Services Committee

2013

Volume of Additional Information

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| - Department of Prime Minister and Cabinet, Treasury Executive Minute, regarding Commonwealth funding (by Hon Lawrence Springborg MP, Minister for Health) |
| - Ministerial Services Hospitality Certification regarding Cairns lunch (by Mrs Jo-Ann Miller MP) |
| - Email from Member for Cairns regarding mental health services (by Mrs Jo-Ann Miller MP) |
| - Deloitte, Independent Review of HIV Services in Metro North Hospital and Health Services, June 2013 (by Mrs Jo-Ann Miller MP) |
| - Queensland Health, Queensland Children's Hospital: Review of Options for the Outsourcing of Clinical and Support Services, KPMG, 2 July 2013, and covering email (by Hon Lawrence Springborg MP, Minister for Health) |
| - Map of the Herston site for the Royal Children's Hospital (by Mrs Jo-Ann Miller MP) |
| - Queensland Health, Sunshine Coast University Hospital: Review of Options for the Outsourcing of Clinical and Support Services, KPMG, 7 June 2013, and covering email (by Hon Lawrence Springborg MP, Minister for Health) |
| - pwc, GCUH Private Service Options: Clinical and Functional Analysis – Gold Coast Hospital and Health Service, December 2012 (by Hon Lawrence Springborg MP, Minister for Health) |
| Correspondence |
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| Minister for Community Services, Child Safety and Disability Services |
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| Answers to Questions on Notice |
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| - Queensland Council of Social Service Commentary – State Budget 2013-14, 7 June 2013 (by Mrs Desley Scott MP) |
| - Diagram of revised Blue Card process (by Mr Barry Salmon, Acting Commissioner for Children and Young People and Child Guardian) |
| - Diagram of current Blue Card process (by Mr Barry Salmon, Acting Commissioner for Children and Young People and Child Guardian) |
| - Letter from Premier regarding the Regional Community Association of Moreton Bay, 8 May 2013 (by Mrs Desley Scott MP) |
| - Extracts from Ministerial Diary – Minister for Community Services, Child Safety and Disability Services, 1 February 2013 to 31 May 2013 (by Mrs Desley Scott MP) |
| - Extracts from Hansard dated 20 March 2013 and 16 April 2013 regarding the Regional Community Association of Moreton Bay (by Mrs Desley Scott MP) |
| - The Courier-Mail, 'Staff bid to oust board', 28 March 2013 (by Mrs Desley Scott MP) |
| - Letter from Adoption Loss Adult Support Australia Inc. to Hon Tracy Davis MP, Minister for Community Services, Child Safety and Disability Services, regarding meeting to discuss the follow on from the Queensland Apology 27th November 2012 (by Mrs Desley Scott MP) |
| - Media Statement, Financial Counselling Australia, 'Newman Government asked to Fund Financial Counselling', 13 June 2013 (by Mrs Desley Scott MP) |
| - Queensland Government, Queensland Youth Strategy 2013 (by Hon Tracy Davis MP, Minister for Community Services, Child Safety and Disability Services) |
| Correspondence |
| - Letter from Minister for Community Services, Child Safety and Disability Services |

| Minister for Aboriginal and Torres Strait Islander and Multicultural Affairs |
|---|
| Answers to Questions on Notice |
| Documents tabled at the hearing |
| - Hon Glen Elmes MP, Minister for Aboriginal and Torres Strait Islander and Multicultural Affairs and Minister assisting the Premier, Media Release, 'Cape York Welfare Reform Trial', 27 March 2013 (by Mr Curtis Pitt MP) |
| - Townsville Bulletin 'Alcohol bans discriminatory: Newman', 9 February 2013 (by Mr Curtis Pitt MP) |
| Correspondence |
| - Letter from Mr David Glasgow, Family Responsibilities Commissioner |

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| Minister for National Parks, Recreation, Sport and Racing |
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| - Letters from Minister for National Parks, Recreation, Sport and Racing (2) |

Minutes of Meetings

5 June 2013

MINUTES



Health and Community Services Committee Estimates Meeting

Wednesday 5 June 2013 at 10.50 am, Room 5.04A, Level 5, Parliamentary Annexe

Members present: Mr Trevor Ruthenberg MP *Chair*
Mrs Jo-Ann Miller MP *Deputy chair*
Ms Ros Bates MP
Dr Alex Douglas MP
Mr John Hathaway MP
Mr Dale Shuttleworth MP

In attendance: Ms Sue Cawcutt (Research Director)
Ms Lee Archinal (Principal Research Officer)
Ms Kath Dalladay (Principal Research Officer)
Mr Karl Holden (Principal Research Officer)

Apology: Mr Steve Davies MP

1. Timetable for Estimates

Resolved: That the proposed timetable for the Estimates process is endorsed.

Moved: Dr Douglas
Seconded: Mr Hathaway

2. Estimates hearing schedule

Resolved: That the proposed schedule for hearings on 24 July 2013 is endorsed, as amended, and authorised for release to relevant Ministers, the Leader of Government Business and the Leader of the Opposition.

Moved: Mr Hathaway
Seconded: Mr Shuttleworth

3. Attendance of chief executive officers of agencies

Resolved: That the Chief Executive Officers of all relevant portfolio agencies listed in Schedule 7 of the Standing Orders be asked to attend the Estimates hearing for the time allocated to that portfolio area in the hearing schedule.

Moved: Dr Douglas
Seconded: Mrs Miller

4. Leave for other Members to ask questions during the Estimates hearing

Resolved: That the committee grants leave for Members who are not members of the committee to ask questions at the Estimates hearing.

Moved: Mrs Miller
Seconded: Dr Douglas

5. Ministerial opening statements

Resolved: That Ministers may make opening statements of up to five minutes.

Moved: Mr Hathaway
Seconded: Ms Bates

6. Media broadcast rules

Resolved: That the Conditions for Broadcasters of Proceedings and Guidelines for Camera Operators previously adopted by the committee are endorsed for the Estimates hearing.

Moved: Mr Hathaway
Seconded: Mr Shuttleworth

Next Estimates meeting: Wednesday 24 July 2013 at 8.45 am.

Meeting closed: 11.09 am



Trevor Ruthenberg MP
Chair

Certified correct on this 30 day of July 2013

24 July 2013

MINUTES



Health and Community Services Committee Estimates Meeting

Wednesday 24 July 2013 at 8.45 am, Room A35, Parliament House

Members present: Mr Trevor Ruthenberg MP *Chair*
Mrs Jo-Ann Miller MP *Deputy chair*
Ms Ros Bates MP
Mr Steve Davies MP
Mr John Hathaway MP
Mr Dale Shuttleworth MP

In attendance: Ms Sue Cawcutt (Research Director)
Ms Kath Dalladay (Principal Research Officer)

Apology: Dr Alex Douglas MP

1. Previous minutes

The minutes of the estimates meeting of 5 June 2013 had been circulated with the agenda.

Resolved: That the minutes for the meeting of 5 June 2013 are confirmed.

Moved: Mr Hathaway
Seconded: Ms Bates

2. Correspondence

Correspondence concerning attendance of replacement and visiting members at the estimates hearing was tabled.

3. Hearing schedule and materials

The hearing schedule, answers to questions on notice, list of chief executive officers who can be directly questioned and officials attending the hearing, and organisational charts were distributed.

4. Procedural matters

The chair outlined how the estimates hearing would be conducted and highlighted some procedural matters.

Next Estimates meeting: Tuesday 30 July 2013 at 9.00am, Room 5.04A, Level 5, Parliamentary Annexe

Meeting closed: 8.55 am

Trevor Ruthenberg MP
Chair

Certified correct on this 30 day of July 2013

30 July 2013

MINUTES



Health and Community Services Committee

Estimates

Tuesday 30 July 2013 at 9.05 am

Room 5.04A, Level 5, Parliamentary Annexe

Members present: Mr Trevor Ruthenberg MP *Chair*
Mrs Jo-Ann Miller MP *Deputy chair*
Ms Ros Bates MP
Mr Steve Davies MP
Mr John Hathaway MP
Mr Dale Shuttleworth MP
Dr Alex Douglas MP

In attendance: Ms Sue Cawcutt (Research Director)
Ms Kath Dalladay (Principal Research Officer)
Mr Karl Holden (Principal Research Officer)

1. Previous Minutes

The minutes of the estimates meeting of 24 July 2013 had been circulated with the agenda.

Resolved: *That the minutes for the meeting of 24 July 2013 are confirmed.*

Moved: Ms Bates

Seconded: Mr Davies

Resolved: *That the committee authorises the chair and deputy chair to confirm the minutes of today's meeting.*

Moved: Ms Bates

Seconded: Mr Hathaway

2. Correspondence

Correspondence received and sent between 5 June 2013 to 26 July 2013 was considered.

Resolved: *That the correspondence received between 5 June and 25 July 2013 is accepted and the correspondence out is endorsed.*

Moved: Mrs Miller

Seconded: Dr Douglas

2.2 Tabling of Gold Coast University Hospital report

A letter from the Minister for Health regarding the Gold Coast University report tabled at the estimates hearing on 24 July 2013 was tabled at the meeting.

Resolved: *That the committee orders in accordance with Standing Order 184(3) that a report about the Gold Coast University Hospital tabled by the Minister for Health at the Estimates Hearing on 24 July 2013 is not released or published, and that the committee will table and publish the PricewaterhouseCoopers report "GCUH Private Service Options: Clinical and Functional Analysis" which the Minister provided on 25 July 2013.*

Moved: Mr Hathaway

Seconded: Ms Bates

3. Amendments to transcript of estimates hearing

Proposed changes to the proof Hansard transcript of the 24 July 2013 estimates hearing were considered. The committee agreed that the chair seek advice from the Clerk of the Parliament regarding changes to the transcript and that the secretariat listen to the Hansard tape, prior to the committee meeting at 8am on 31 July 2013 to further consider the matter.

4. Draft report

The chair's draft report for estimates, dated 26 July 2013, was considered.

Resolved: *That the chair's draft report for estimates, dated 26 July 2013, is adopted subject to manuscript amendments discussed at the meeting.*

Moved: Mr Hathaway

Seconded: Mr Davies

5. Statement of reservation and/or dissenting report

The Chair advised members that, under Standing Order 187, a reservation or dissenting report by a committee member may be added to the committee's report after it is adopted by the committee and reminded members that this must be provided to the Research Director within 24 hours after the committee's report is adopted, that is **9.30 am Wednesday 31 July 2013**.

6. Additional material to be tabled with the report and minutes

A list of additional material proposed to be tabled with the chair's draft report for estimates, dated 26 July 2013, was tabled during the meeting.

Resolved: *That all proposed additional material be tabled with the estimates report.*

Moved: Mr Davies

Seconded: Ms Bates

Meeting closed: 9.40 am



Trevor Ruthenberg MP
Chair



Jo-Ann Miller MP
Deputy Chair

Certified correct on this 30 day of July 2013

31 July 2013

MINUTES



Health and Community Services Committee

Estimates

Wednesday 31 July 2013 at 8.02 am

Room 5.04A, Level 5, Parliamentary Annexe and by teleconference

Members present: Mr Trevor Ruthenberg MP *Chair*
Mrs Jo-Ann Miller MP *Deputy chair*
Ms Ros Bates MP
Mr Steve Davies MP
Mr John Hathaway MP
Dr Alex Douglas MP

Apologies: Mr Dale Shuttleworth MP

In attendance: Ms Sue Cawcutt (Research Director)
Ms Kath Dalladay (Principal Research Officer)

1. Minutes

Resolved: That the committee authorises the chair and deputy chair to approve the minutes of this meeting.

Moved: Mr Davies
Seconded: Mr Hathaway

2. Proposed amendments to transcript of estimates hearing

A paper summarising proposed amendments to the transcript and corrections and clarifications to the record was considered.

Resolved: That the committee accepts the proposed corrections to the transcript.

Moved: Mr Davies
Seconded: Dr Douglas

Resolved: That the committee notes the correspondence received to correct or clarify the record of the estimates hearing and agrees that correspondence to correct or clarify the record received before close of business on 1 August 2013 should be included in the additional material tabled with the committee's report on the estimates.

Moved: Mr Davies
Seconded: Mrs Miller

Meeting closed: 8.06 am

Sue Cawcutt, Research Director

Certified correct on this

31st day of *July*

2013

Correspondence relating to attendance of non-committee members and replacement committee members

ANNASTACIA PALASZCZUK MP

LEADER OF THE OPPOSITION

MEMBER FOR INALA



23 July 2013

Mr Trevor Ruthenberg MP
Chair
Health and Community Services Committee
Parliament House
Cnr George and Alice Streets Brisbane Qld 4000



Dear Mr Ruthenberg

A handwritten signature in dark ink, appearing to be "Trevor", written over the name "Mr Ruthenberg".

I write regarding the estimates hearing for the Health and Community Services Committee on 24 July 2013.

In accordance with Standing Order 202 I advise of the inability to attend the committee hearing on 24 July 2013 by the Member for Bundamba. I have, therefore, appointed the Member for Woodridge to substitute for the member in accordance with the Standing Order for the period 2.50 – 3.45pm.

Yours sincerely

A handwritten signature in dark ink, appearing to be "Annastacia", written in a cursive style.

Annastacia Palaszczuk MP
Leader of the Opposition

ANNASTACIA PALASZCZUK MP

LEADER OF THE OPPOSITION

MEMBER FOR INALA



23 July 2013

Mr Trevor Ruthenberg MP
Chair
Health and Community Services Committee
Parliament House
Cnr George and Alice Streets Brisbane Qld 4000



Dear Mr Ruthenberg

I write regarding the estimates hearing for the Health and Community Services Committee on 24 July 2013.

In accordance with Standing Order 202 I advise of the inability to attend the committee hearing on 24 July 2013 by the Member for Bundamba. I have, therefore, appointed the Member for Mulgrave to substitute for the member in accordance with the Standing Order for the period 7.30 – 8.25pm.

Yours sincerely

A handwritten signature in black ink, appearing to be "Anastacia".

Annastacia Palaszczuk MP
Leader of the Opposition

ANNASTACIA PALASZCZUK MP

LEADER OF THE OPPOSITION

MEMBER FOR INALA



23 July 2013

Mr Trevor Ruthenberg MP
Chair
Health and Community Services Committee
Parliament House
Cnr George and Alice Streets Brisbane Qld 4000

RECEIVED

23 JUL 2013

HEALTH AND COMMUNITY
SERVICES COMMITTEE

Dear Mr Ruthenberg

I write regarding the estimates hearing for the Health and Community Services Committee on 24 July 2013.

Pursuant to Standing Order 181 (e) I seek leave from the committee to attend the committee hearing and ask questions of the Minister for Health, the Minister for Communities, Child Safety and Disability Services, the Minister for Aboriginal and Torres Strait Islander and Multicultural Affairs, and the Minister for National Parks, Sport and Racing.

Yours sincerely

A handwritten signature in black ink, appearing to be "Annastacia", with a long horizontal stroke extending to the right.

Annastacia Palaszczuk MP
Leader of the Opposition



24 July 2013

Mr Trevor Ruthenberg MP
Chair
Health and Community Services Committee
Parliament House
Cnr George and Alice Streets Brisbane Qld 4000

Dear Mr Ruthenberg

I write regarding the estimates hearing for the Health and Community Services Committee on 24 July 2013.

In accordance with Standing Order 202 I advise of the inability to attend the committee hearing on 24 July 2013 by the Member for Bundamba. I have, therefore, appointed the Member for Rockhampton to substitute for the member in accordance with the Standing Order for the period 8.35 – 9.30pm.

Yours sincerely

A handwritten signature in blue ink, consisting of a stylized 'A' followed by a horizontal line.

Annastacia Palaszcuk MP
Leader of the Opposition

TIM MULHERIN MP

DEPUTY LEADER OF THE OPPOSITION

MEMBER FOR MACKAY



23 July 2013

Mr Trevor Ruthenberg MP
Chair
Health and Community Services Committee
Parliament House
Cnr George and Alice Streets Brisbane Qld 4000



Dear Mr Ruthenberg

I write regarding the estimates hearing for the Health and Community Services Committee on 24 July 2013.

Pursuant to Standing Order 181 (e) I seek leave from the committee to attend the committee hearing and ask questions of the Minister for Health and the Minister for Aboriginal and Torres Strait Islander and Multicultural Affairs and Minister Assisting the Premier.

Yours sincerely

A handwritten signature in blue ink, appearing to read "Tim Mulherin".

Tim Mulherin MP
Member for Mackay

TIM MULHERIN MP

DEPUTY LEADER OF THE OPPOSITION

MEMBER FOR MACKAY



23 July 2013

Mr Trevor Ruthenberg MP
Chair
Health and Community Services Committee
Parliament House
Cnr George and Alice Streets Brisbane Qld 4000



Dear Mr Ruthenberg

I write regarding the estimates hearing for the Health and Community Services Committee on 24 July 2013.

Pursuant to Standing Order 181 (e) I seek leave from the committee to attend the committee hearing and ask questions of the Minister for National Parks, Sport and Racing.

Yours sincerely

A handwritten signature in blue ink, appearing to read "Tim Mulherin".

Tim Mulherin MP
Member for Mackay

BILL BYRNE MP

SHADOW MINISTER FOR POLICE, EMERGENCY AND CORRECTIVE SERVICES, PUBLIC WORKS AND NATIONAL PARKS
MEMBER FOR ROCKHAMPTON



23 July 2013

Mr Trevor Ruthenberg MP
Chair
Health and Community Services Committee
Parliament House
Cnr George and Alice Streets Brisbane Qld 4000

RECEIVED

23 JUL 2013

HEALTH AND COMMUNITY
SERVICES COMMITTEE

Dear Mr Ruthenberg

I write regarding the estimates hearing for the Health and Community Services Committee on 24 July 2013.

Pursuant to Standing Order 181 (e) I seek leave from the committee to attend the committee hearing and ask questions of the Minister for Health and the Minister for National Parks, Sport and Racing.

Yours sincerely


Bill Byrne MP
Member for Rockhampton

DESLEY SCOTT MP

SHADOW MINISTER FOR COMMUNITIES, CHILD SAFETY, DISABILITY SERVICES AND MENTAL HEALTH
MEMBER FOR WOODRIDGE



23 July 2013

Mr Trevor Ruthenberg MP
Chair
Health and Community Services Committee
Parliament House
Cnr George and Alice Streets Brisbane Qld 4000

RECEIVED

23 JUL 2013

HEALTH AND COMMUNITY
SERVICES COMMITTEE

Dear Mr Ruthenberg

I write regarding the estimates hearing for the Health and Community Services Committee on 24 July 2013.

Pursuant to Standing Order 181 (e) I seek leave from the committee to attend the committee hearing and ask questions of the Minister for Communities, Child Safety and Disability Services.

I look forward to hearing from you regarding this request.

Yours sincerely

A handwritten signature in cursive script that reads "Desley C. Scott".

Desley Scott MP
Member for Woodridge

DESLEY SCOTT MP

SHADOW MINISTER FOR COMMUNITIES, CHILD SAFETY, DISABILITY SERVICES AND MENTAL HEALTH

MEMBER FOR WOODRIDGE



24 July 2013

Mr Trevor Ruthenberg MP
Chair
Health and Community Services Committee
Parliament House
Cnr George and Alice Streets Brisbane Qld 4000

RECEIVED

24 JUL 2013

**HEALTH AND COMMUNITY
SERVICES COMMITTEE**

Dear Mr Ruthenberg

I write regarding the estimates hearing for the Health and Community Services Committee on 24 July 2013.

Pursuant to Standing Order 181 (e) I seek leave from the committee to attend the committee hearing and ask questions of the the Minister for Aboriginal and Torres Strait Islander and Multicultural Affairs and Minister Assisting the Premier.

Yours sincerely

A handwritten signature in black ink that reads "Desley C. Scott".

Desley Scott MP
Member for Woodridge

CURTIS PITT MP

SHADOW TREASURER

MEMBER FOR MULGRAVE



23 July 2013

Mr Trevor Ruthenberg MP
Chair
Health and Community Services Committee
Parliament House
Cnr George and Alice Streets Brisbane Qld 4000



Dear Mr Ruthenberg

I write regarding the estimates hearing for the Health and Community Services Committee on 24 July 2013.

Pursuant to Standing Order 181 (e) I seek leave from the committee to attend the committee hearing and ask questions of the Minister for National Parks, Sport and Racing.

Yours sincerely

A handwritten signature in blue ink, appearing to read "C. Pitt".

Curtis Pitt MP
Member for Mulgrave

Answers to Questions on Notice

HEALTH AND COMMUNITY SERVICES COMMITTEE

2013 ESTIMATES PRE-HEARING

QUESTION ON NOTICE

No. 1

THE HEALTH AND COMMUNITY SERVICES COMMITTEE ASKED THE MINISTER FOR HEALTH (Mr SPRINGBORG)—

QUESTION:

I refer to page 10 of the SDS and ask the Minister to please outline, for each financial year from 2007-08 to 2016-17 inclusive, how much federal funding is committed to Queensland for public hospitals, other public health funding under National Partnership Agreements, and for capital and infrastructure under the Health and Hospitals Fund?

ANSWER:

The table below shows the amount of Federal funding provided to Queensland for the period 2007-2008 to 2012-2013, and projected funding for the period 2013-2014 to 2016-2017 as per the 2013-2014 Commonwealth budget, for public hospitals through the National Health Agreement (NHA) Specific Purpose Payment and the National Health Reform Agreement (NHRA), other public health funding under National Partnership Agreements (NPA), and for capital and infrastructure under the Health and Hospitals Fund (HHF).

Table 1 Federal Funding committed to Queensland (2007-2008 to 2016-2017)

| | 2007-08 (\$M) | 2008-09 (\$M) | 2009-10 (\$M) | 2010-11 (\$M) | 2011-12 (\$M) | 2012-13 (\$M) | 2013-14 (\$M) | 2014-15 (\$M) | 2015-16 (\$M) | 2016-17 (\$M) | Total (\$M) |
|--|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|----------------|
| Public Hospitals – NHA SPP / NHRA | 1,896 | 2,008 | 2,206 | 2,381 | 2,505 | 2,661 | 2,831 | 3,130 | 3,457 | 3,816 | 26,891 |
| Public Health Outcome Funding (PHOFA, Other SPP) | 232 | 43 | | | | | | | | | 275 |
| Public Hospital – NPA* | 0 | 286 | 52 | 204 | 178 | 114 | 147 | 21 | 21 | 21 | 1,044 |
| HHF | 0 | 43 | 44 | 26 | 119 | 204 | 121 | 76 | 10 | 0 | 643 |
| Other - NPA | 102 | 28 | 83 | 68 | 205 | 119 | 156 | 166 | 161 | 184 | 1,272 |
| Total | 2,230 | 2,408 | 2,385 | 2,679 | 3,007 | 3,098 | 3,255 | 3,393 | 3,649 | 4,021 | 30,125 |

*Includes funding provided through the NPA on Improving Public Hospital Services, and the NPA on Hospital Health and Workforce Reform for Emergency Department, Elective Surgery and Sub-Acute Care, and funding under the NPA on Health Infrastructure for diagnostic imaging.

Federal funding to Queensland has significantly decreased since the 2012-13 budget. Compared to the 2012-13 budget, funding to Queensland Health will decrease by \$489.9 million over four years (2012-2013 and 2015-16). The decreases are primarily related to reductions in National Health Reform Funding.

Table 2: Commonwealth Health Funding to Queensland Government (2012-13 to 2016-17)

| | | 2012-13 | 2013-14 | 2014-15 | 2015-16 | 2016-17 |
|--|---|---------|---------|---------|-----------|---------|
| Previous | 2012-13 Commonwealth Budget | | | | | |
| | 2012-13 NHR Funding | 2,724.0 | 2,929.4 | 3,267.6 | 3,634.9 | |
| | NPP's | 479.0 | 453.5 | 230.8 | 166.7 | |
| | TOTAL | 3,203.0 | 3,382.9 | 3,498.4 | 3801.6 | |
| Previous | 2012-13 Mid-Year Economic and Fiscal Outlook | | | | | |
| | 2012-13 MYEFO NHR Funding | 2,660.7 | 2,839.9 | 3,174.4 | 3539.1 | |
| | NPP's | 452.6 | 419.7 | 224.3 | 223.11 | |
| | TOTAL | 3,113.3 | 3,259.6 | 3,398.7 | 3762.21 | |
| Current | 2013-14 Commonwealth Budget | | | | | |
| | 2013-14 NHR Funding | 2,660.7 | 2,831.3 | 3,130.0 | 3,457.3 | 3816.5 |
| | NPP's | 437.9 | 424.1 | 262.8 | 191.88 | 205.4 |
| | TOTAL | 3,098.6 | 3,255.4 | 3,392.8 | 3,649.179 | 4,021.9 |
| Difference (2012-13 Budget to 2013-14 Budget) | | -104.4 | -127.5 | -105.6 | -152.4 | - 489.9 |

HEALTH AND COMMUNITY SERVICES COMMITTEE

2013 ESTIMATES PRE-HEARING

QUESTION ON NOTICE

No. 2

THE HEALTH AND COMMUNITY SERVICES COMMITTEE ASKED THE MINISTER FOR HEALTH (Mr SPRINGBORG)—

QUESTION:

I refer to page 21 of the SDS and ask the Minister to please outline, for each of the three categories of clinical urgency in elective surgery, for each month from June 2012 to June 2013 inclusive, and for all reporting hospitals and aggregated by HHS: what proportion of people were seen within the clinically recommended time; what was the average time in days waited beyond the clinically recommended time; and what was the number of persons in the 10% of longest waiting patients still waiting for treatment?

ANSWER:

The three measures requested relate to the National Elective Surgery Target (NEST), a target set for Australian jurisdictions as signatories to the National Partnership Agreement on Improving Public Hospital Services. The NEST has been embedded into the Service Level Agreements for 2012-2013 and 2013-2014 between the Department of Health and the Hospital and Health Services.

Queensland Health's Hospital Performance website publishes information on the percentage of elective surgery patients treated within the clinically recommended time by urgency category and by hospital. This information is available within the first two weeks following the end of each month.

The Hospital Performance website is designed for the public to access meaningful information about the performance of their local hospital. As opposed to the average overdue days measure a simpler set of information based on the number and percentage of patients who waited longer than the clinically recommended time, by urgency category and hospital each month is published.

The Hospital Performance website is available at:

<http://www.health.qld.gov.au/hospitalperformance/>

I am also pleased to provide in Attachment 1, six tables containing the data requested:

- Table 1: The percentage of elective surgery patients treated within the clinically recommended time for their urgency category, by urgency category, by Hospital and Health Service, for each month from June 2012 to June 2013. Also provided are the results for March 2012.
- Table 2: The percentage of elective surgery patients treated within the clinically recommended time for their urgency category, by urgency category, by reporting hospital, for each month from June 2012 to June 2013. Also provided are the results for March 2012.
- Table 3: The average overdue days of elective surgery patients waiting longer than the clinically recommended time for their urgency category, by urgency category, by Hospital and Health

Service, for each monthly census date from 1 July 2012 to 1 July 2013. Also provided are the results for 1 April 2012.

- Table 4: The average overdue days of elective surgery patients waiting longer than the clinically recommended time for their urgency category, by urgency category, by reporting hospital, for each monthly census date from 1 July 2012 to 1 July 2013. Also provided are the results for 1 April 2012.
- Table 5: The number of elective surgery patients waiting who were identified in the longest waiting 10% cohort, by Hospital and Health Service, by urgency category, for each monthly census date from 1 July 2012 to 1 July 2013. Also provided are the results for 1 April 2012. Please note that the 10% cohort is identified at 31 December of each year, so the cohort for census dates between 1 April 2012 and 1 January 2013 will be different from the cohort of patients for census dates between 1 February 2013 and 1 July 2013. Where N/A is listed, there has been no activity or patients to report against for that particular cohort or indicator. No reportable activity for these cohorts can indicate strong performance with low numbers, a positive outcome. Alternatively, in some limited cases, N/A is used where the facility was not a reporting entity in its own right at that time.
- Table 6: The number of elective surgery patients waiting who were identified in the longest waiting 10% cohort, by reporting hospital, by urgency category, for each monthly census date from 1 July 2012 to 1 July 2013. Also provided are the results for 1 April 2012. Please note that the 10% cohort is identified at 31 December of each year, so the cohort for census dates between 1 April 2012 and 1 January 2013 will be different from the cohort of patients for census dates between 1 February 2013 and 1 July 2013. Where N/A is listed, there has been no activity or patients to report against for that particular cohort or indicator. Alternatively, in some limited cases, N/A is used where the facility was not a reporting entity in its own right at that time.

Table 1: Percentage of elective surgery patients treated within clinically recommended times, by Hospital and Health Service, by urgency category (CAT), selected months

| | | Change of Government | | | | | | | | Period post Federal Government's \$103m health funding cuts | | | | | | |
|-----------------------|-----|----------------------|--------|--------|--------|--------|--------|--------|--------|---|--------|--------|--------|--------|--------|--------------------|
| HHS | CAT | Mar-12 | Jun-12 | Jul-12 | Aug-12 | Sep-12 | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 | Apr-13 | May-13 | Jun-13 | NEST Average - YTD |
| Cairns and Hinterland | 1 | 87% | 84% | 87% | 89% | 90% | 84% | 84% | 96% | 82% | 91% | 86% | 85% | 77% | 84% | 84% |
| | 2 | 71% | 76% | 79% | 79% | 76% | 80% | 74% | 71% | 81% | 78% | 82% | 78% | 80% | 77% | 79% |
| | 3 | 83% | 85% | 70% | 68% | 75% | 83% | 82% | 91% | 83% | 74% | 58% | 67% | 76% | 67% | 71% |
| Central Queensland | 1 | 78% | 92% | 86% | 98% | 98% | 100% | 99% | 100% | 100% | 100% | 100% | 99% | 97% | 98% | 99% |
| | 2 | 60% | 71% | 71% | 72% | 68% | 83% | 86% | 89% | 84% | 93% | 95% | 92% | 86% | 91% | 90% |
| | 3 | 99% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 97% | 100% | 100% | 100% | 100% | 100% | 99% |
| Children's Health | 1 | 97% | 96% | 91% | 94% | 90% | 92% | 88% | 93% | 84% | 90% | 95% | 100% | 98% | 100% | 94% |
| | 2 | 82% | 82% | 92% | 92% | 82% | 79% | 80% | 80% | 72% | 76% | 75% | 84% | 89% | 89% | 81% |
| | 3 | 98% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 98% | 100% | 95% | 97% | 100% | 98% |
| Darling Downs | 1 | 91% | 92% | 83% | 91% | 94% | 92% | 86% | 87% | 94% | 97% | 100% | 99% | 99% | 99% | 98% |
| | 2 | 43% | 54% | 56% | 46% | 45% | 46% | 51% | 66% | 66% | 45% | 60% | 67% | 66% | 75% | 63% |
| | 3 | 97% | 96% | 66% | 76% | 81% | 84% | 77% | 83% | 81% | 81% | 67% | 70% | 81% | 64% | 74% |
| Gold Coast | 1 | 94% | 88% | 92% | 94% | 93% | 92% | 92% | 91% | 87% | 91% | 87% | 88% | 97% | 98% | 91% |
| | 2 | 77% | 82% | 89% | 88% | 86% | 84% | 82% | 82% | 74% | 73% | 80% | 86% | 94% | 97% | 84% |
| | 3 | 97% | 99% | 100% | 97% | 98% | 96% | 92% | 94% | 95% | 98% | 93% | 92% | 95% | 95% | 95% |
| Mackay | 1 | 96% | 96% | 96% | 97% | 100% | 93% | 88% | 80% | 82% | 95% | 95% | 97% | 94% | 100% | 94% |
| | 2 | 79% | 97% | 98% | 96% | 90% | 88% | 94% | 68% | 38% | 50% | 33% | 69% | 82% | 99% | 62% |
| | 3 | 77% | 100% | 100% | 95% | 100% | 91% | 80% | 88% | 93% | 75% | 67% | 90% | 100% | 100% | 87% |
| Mater Health | 1 | 94% | 98% | 96% | 95% | 99% | 99% | 98% | 97% | 99% | 98% | 100% | 100% | 100% | 100% | 99% |
| | 2 | 83% | 87% | 91% | 90% | 98% | 94% | 89% | 93% | 97% | 93% | 98% | 99% | 99% | 98% | 97% |
| | 3 | 100% | 99% | 100% | 99% | 100% | 99% | 99% | 100% | 99% | 99% | 100% | 99% | 100% | 100% | 100% |
| Metro North | 1 | 90% | 89% | 89% | 91% | 92% | 90% | 93% | 97% | 98% | 95% | 95% | 95% | 92% | 92% | 95% |
| | 2 | 69% | 74% | 75% | 75% | 73% | 72% | 76% | 79% | 72% | 73% | 69% | 69% | 74% | 73% | 72% |
| | 3 | 90% | 84% | 88% | 87% | 81% | 75% | 76% | 75% | 82% | 80% | 75% | 80% | 85% | 84% | 81% |
| Metro South | 1 | 88% | 87% | 84% | 86% | 87% | 88% | 93% | 95% | 85% | 91% | 94% | 87% | 89% | 89% | 89% |
| | 2 | 80% | 81% | 81% | 82% | 82% | 81% | 84% | 85% | 82% | 75% | 74% | 75% | 74% | 67% | 75% |
| | 3 | 80% | 77% | 90% | 86% | 85% | 87% | 84% | 81% | 91% | 90% | 86% | 97% | 83% | 64% | 85% |
| North West | 1 | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| | 2 | 100% | 89% | 100% | 98% | 100% | 96% | 77% | 79% | 91% | 100% | 90% | 96% | 100% | 100% | 96% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | na | 100% | 100% | 100% | 100% | 100% | 100% |

| | | | | | | | | | | | | | | | | |
|----------------|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|------|-----|
| Sunshine Coast | 1 | 85% | 85% | 92% | 91% | 90% | 89% | 89% | 96% | 85% | 92% | 94% | 88% | 93% | 94% | 91% |
| | 2 | 87% | 79% | 84% | 88% | 84% | 85% | 84% | 86% | 81% | 73% | 64% | 70% | 79% | 61% | 71% |
| | 3 | 99% | 84% | 95% | 95% | 91% | 94% | 92% | 94% | 82% | 89% | 89% | 94% | 92% | 92% | 90% |
| Townsville | 1 | 95% | 93% | 94% | 95% | 94% | 93% | 95% | 95% | 89% | 88% | 94% | 87% | 96% | 91% | 91% |
| | 2 | 59% | 55% | 69% | 61% | 61% | 81% | 74% | 67% | 70% | 70% | 73% | 70% | 71% | 72% | 71% |
| | 3 | 63% | 50% | 60% | 51% | 72% | 54% | 73% | 73% | 60% | 59% | 58% | 70% | 69% | 74% | 65% |
| West Moreton | 1 | 86% | 94% | 91% | 90% | 91% | 86% | 87% | 93% | 86% | 89% | 91% | 94% | 93% | 93% | 91% |
| | 2 | 74% | 73% | 74% | 78% | 72% | 76% | 57% | 64% | 71% | 60% | 59% | 63% | 55% | 51% | 60% |
| | 3 | 81% | 59% | 68% | 66% | 70% | 63% | 55% | 68% | 72% | 60% | 64% | 63% | 55% | 44% | 60% |
| Wide Bay | 1 | 85% | 90% | 89% | 92% | 92% | 88% | 89% | 91% | 92% | 91% | 93% | 87% | 94% | 95% | 92% |
| | 2 | 73% | 78% | 83% | 80% | 79% | 79% | 86% | 83% | 83% | 84% | 84% | 85% | 86% | 92% | 86% |
| | 3 | 85% | 89% | 83% | 80% | 83% | 79% | 75% | 96% | 87% | 97% | 85% | 93% | 100% | 100% | 94% |
| TOTAL | 1 | 89% | 86% | 89% | 91% | 91% | 90% | 92% | 95% | 90% | 93% | 94% | 91% | 93% | 93% | 92% |
| | 2 | 73% | 78% | 80% | 79% | 78% | 80% | 79% | 80% | 77% | 74% | 73% | 76% | 78% | 76% | 76% |
| | 3 | 90% | 90% | 90% | 88% | 90% | 88% | 87% | 89% | 88% | 89% | 86% | 87% | 89% | 86% | 88% |

Table 2: Percentage of elective surgery patients treated within clinically recommended times, by hospital, by urgency category (CAT), selected months

| | | Change of Government | | | | | | | | Period post Federal Government's \$103m health funding cuts | | | | | | |
|------------|-----|----------------------|--------|--------|--------|--------|--------|--------|--------|---|--------|--------|--------|--------|--------|-------------------------------|
| HHS | CAT | Mar-12 | Jun-12 | Jul-12 | Aug-12 | Sep-12 | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 | Apr-13 | May-13 | Jun-13 | Average June 2012 - June 2013 |
| Atherton | 1 | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 86% | 89% | 100% | 100% | 100% | 100% | 100% | 98% |
| | 2 | 95% | 100% | 93% | 100% | 100% | 100% | 100% | 100% | 92% | 93% | 100% | 100% | 94% | 100% | 98% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Beaudesert | 1 | na | 100% | na | na | na | na | na | na | na | na | na | na | na | na | 100% |
| | 2 | na | 28% | na | na | na | na | na | na | na | na | na | na | na | na | 28% |
| | 3 | na | 100% | na | na | na | na | na | na | na | na | na | na | na | na | 100% |
| Bundaberg | 1 | 88% | 96% | 98% | 100% | 96% | 95% | 91% | 97% | 100% | 97% | 98% | 100% | 100% | 100% | 98% |
| | 2 | 82% | 91% | 92% | 92% | 93% | 87% | 94% | 92% | 92% | 94% | 90% | 97% | 91% | 95% | 92% |
| | 3 | 80% | 83% | 64% | 85% | 91% | 83% | 70% | 80% | 80% | 88% | 100% | 91% | 100% | 100% | 86% |
| Caboolture | 1 | 98% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 97% | 100% | 97% | 96% | 100% | 100% | 99% |
| | 2 | 79% | 93% | 96% | 95% | 96% | 85% | 93% | 97% | 89% | 88% | 76% | 84% | 95% | 95% | 91% |
| | 3 | 88% | 92% | 100% | 100% | 100% | 89% | 88% | 100% | 83% | 75% | 71% | 89% | 96% | 96% | 91% |
| Cairns | 1 | 88% | 83% | 86% | 87% | 89% | 83% | 83% | 96% | 82% | 90% | 84% | 85% | 76% | 83% | 85% |
| | 2 | 49% | 70% | 69% | 68% | 69% | 82% | 76% | 74% | 76% | 65% | 61% | 67% | 68% | 58% | 70% |
| | 3 | 79% | 83% | 67% | 64% | 69% | 77% | 79% | 88% | 79% | 68% | 52% | 60% | 73% | 64% | 71% |
| Caloundra | 1 | 89% | 96% | 85% | 95% | 100% | 96% | 68% | 88% | 63% | 89% | 92% | 85% | 100% | 80% | 87% |
| | 2 | 94% | 94% | 93% | 97% | 82% | 90% | 88% | 79% | 86% | 81% | 49% | 59% | 93% | 94% | 83% |
| | 3 | 100% | 100% | 100% | 100% | 98% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 98% | 100% | 100% |
| Emerald | 1 | 100% | 100% | 25% | 100% | 80% | 100% | na | 100% | 100% | 100% | 100% | 86% | 0% | 86% | 81% |
| | 2 | 100% | 100% | 80% | 83% | 100% | 100% | 100% | 100% | 100% | 75% | 100% | 100% | 50% | 86% | 90% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Gladstone | 1 | 100% | 88% | 98% | 96% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 98% | 95% | 98% |
| | 2 | 96% | 95% | 100% | 94% | 95% | 100% | 93% | 94% | 100% | 100% | 100% | 100% | 100% | 100% | 98% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 91% | 100% | 100% | 100% | 100% | 100% | 99% |
| Gold Coast | 1 | 94% | 88% | 93% | 95% | 92% | 91% | 91% | 92% | 88% | 92% | 87% | 88% | 98% | 97% | 92% |
| | 2 | 77% | 82% | 89% | 91% | 87% | 85% | 85% | 83% | 75% | 75% | 78% | 89% | 97% | 98% | 86% |
| | 3 | 97% | 99% | 100% | 99% | 99% | 96% | 95% | 96% | 95% | 99% | 96% | 93% | 97% | 94% | 97% |
| Gympie | 1 | 100% | 100% | 100% | 100% | 91% | 92% | 88% | 100% | 80% | 100% | 100% | 92% | 70% | 100% | 93% |
| | 2 | 100% | 95% | 94% | 100% | 100% | 100% | 95% | 86% | 95% | 78% | 88% | 68% | 68% | 100% | 90% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 82% | 100% | 100% | 100% | 99% |
| Hervey Bay | 1 | 80% | 83% | 71% | 80% | 70% | 67% | 83% | 77% | 85% | 85% | 83% | 74% | 90% | 92% | 80% |
| | 2 | 51% | 64% | 64% | 38% | 58% | 58% | 71% | 67% | 76% | 70% | 68% | 67% | 77% | 89% | 67% |
| | 3 | 79% | 87% | 90% | 75% | 69% | 68% | 68% | 100% | 83% | 100% | 71% | 88% | 100% | 100% | 85% |

| | | | | | | | | | | | | | | | | |
|--------------------|---|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| Innisfail | 1 | 50% | 100% | 86% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99% |
| | 2 | 100% | 78% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 75% | 100% | 100% | 100% | 100% | 96% |
| | 3 | 100% | 100% | na | 100% | 100% | 100% | na | 100% | 100% | 100% | na | 100% | na | 100% | 100% |
| Ipswich | 1 | 86% | 94% | 91% | 90% | 91% | 86% | 87% | 93% | 86% | 89% | 91% | 94% | 93% | 93% | 91% |
| | 2 | 74% | 73% | 74% | 78% | 72% | 76% | 57% | 64% | 71% | 60% | 59% | 63% | 55% | 51% | 66% |
| | 3 | 81% | 59% | 68% | 66% | 70% | 63% | 55% | 68% | 72% | 60% | 64% | 63% | 55% | 44% | 62% |
| Kingaroy | 1 | na | 100% | 100% | 100% | 100% | na | 86% | 50% | na | 100% | 100% | 0% | 89% | 80% | 82% |
| | 2 | 100% | 100% | na | na | na | na | 100% | na | na | 100% | 100% | 100% | 100% | 100% | 100% |
| | 3 | 100% | 100% | 100% | na | na | na | na | na | na | 100% | na | 100% | 100% | 100% | 100% |
| Logan | 1 | 99% | 96% | 96% | 98% | 92% | 87% | 97% | 96% | 78% | 97% | 95% | 74% | 84% | 81% | 90% |
| | 2 | 97% | 96% | 99% | 98% | 98% | 92% | 95% | 97% | 95% | 80% | 76% | 67% | 20% | 17% | 79% |
| | 3 | 100% | 100% | 99% | 100% | 99% | 100% | 97% | 100% | 100% | 96% | 79% | 100% | 33% | 42% | 88% |
| Mackay Base | 1 | 96% | 96% | 96% | 97% | 100% | 93% | 88% | 80% | 82% | 95% | 95% | 97% | 94% | 100% | 93% |
| | 2 | 79% | 97% | 98% | 96% | 90% | 88% | 94% | 68% | 38% | 50% | 33% | 69% | 82% | 99% | 77% |
| | 3 | 77% | 100% | 100% | 95% | 100% | 91% | 80% | 88% | 93% | 75% | 67% | 90% | 100% | 100% | 91% |
| Maryborough | 1 | 79% | 89% | 86% | 83% | 97% | 97% | 90% | 94% | 76% | 81% | 88% | 63% | 82% | 87% | 86% |
| | 2 | 64% | 63% | 80% | 80% | 71% | 87% | 82% | 77% | 65% | 73% | 82% | 80% | 82% | 82% | 77% |
| | 3 | 100% | 100% | 93% | 80% | 100% | 100% | 92% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 97% |
| Mater Adult | 1 | 94% | 99% | 99% | 98% | 100% | 98% | 98% | 98% | 98% | 99% | 100% | 100% | 100% | 100% | 99% |
| | 2 | 86% | 86% | 94% | 95% | 98% | 92% | 89% | 93% | 96% | 94% | 98% | 97% | 98% | 96% | 94% |
| | 3 | 100% | 100% | 100% | 99% | 100% | 100% | 99% | 100% | 98% | 99% | 100% | 99% | 100% | 100% | 100% |
| Mater Children's | 1 | 91% | 96% | 92% | 92% | 100% | 100% | 98% | 97% | 100% | 96% | 100% | 100% | 100% | 100% | 98% |
| | 2 | 76% | 85% | 86% | 82% | 98% | 95% | 90% | 91% | 96% | 89% | 98% | 100% | 99% | 100% | 93% |
| | 3 | 100% | 98% | 100% | 98% | 99% | 96% | 99% | 100% | 100% | 100% | 100% | 99% | 100% | 100% | 99% |
| Mater Mothers' | 1 | 95% | 98% | 93% | 90% | 95% | 100% | na | 93% | 100% | 97% | 100% | 100% | 100% | 100% | 97% |
| | 2 | 95% | 98% | 98% | 96% | 97% | 97% | na | 100% | 100% | 100% | 97% | 100% | 100% | 100% | 99% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% | na | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Mount Isa | 1 | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| | 2 | 100% | 89% | 100% | 98% | 100% | 96% | 77% | 79% | 91% | 100% | 90% | 96% | 100% | 100% | 94% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | na | 100% | 100% | 100% | 100% | 100% | 100% |
| Nambour | 1 | 84% | 83% | 93% | 89% | 89% | 88% | 91% | 96% | 85% | 92% | 94% | 86% | 92% | 93% | 90% |
| | 2 | 76% | 69% | 68% | 76% | 76% | 75% | 74% | 83% | 57% | 54% | 54% | 64% | 66% | 48% | 66% |
| | 3 | 97% | 70% | 86% | 89% | 76% | 73% | 81% | 85% | 50% | 74% | 83% | 88% | 82% | 82% | 78% |
| Princess Alexandra | 1 | 84% | 81% | 79% | 83% | 84% | 88% | 93% | 96% | 89% | 89% | 93% | 92% | 91% | 89% | 88% |
| | 2 | 74% | 71% | 73% | 76% | 75% | 74% | 78% | 81% | 82% | 72% | 73% | 75% | 76% | 69% | 75% |
| | 3 | 53% | 52% | 84% | 74% | 69% | 77% | 64% | 42% | 86% | 87% | 89% | 100% | 100% | 63% | 76% |
| QEII Jubilee | 1 | 97% | 99% | 94% | 90% | 95% | 83% | 93% | 93% | 65% | 92% | 94% | 86% | 87% | 96% | 90% |
| | 2 | 82% | 89% | 89% | 86% | 88% | 89% | 90% | 83% | 74% | 73% | 68% | 68% | 69% | 60% | 79% |
| | 3 | 86% | 86% | 85% | 84% | 84% | 86% | 89% | 91% | 81% | 81% | 86% | 88% | 75% | 62% | 83% |

| | | | | | | | | | | | | | | | | |
|--------------------------|---|-----|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| Redcliffe | 1 | 93% | 82% | 76% | 87% | 87% | 74% | 80% | 94% | 97% | 97% | 100% | 100% | 99% | 100% | 90% |
| | 2 | 56% | 68% | 68% | 63% | 56% | 57% | 50% | 59% | 50% | 61% | 52% | 53% | 65% | 69% | 59% |
| | 3 | 89% | 67% | 79% | 78% | 89% | 68% | 70% | 72% | 70% | 76% | 59% | 79% | 79% | 87% | 75% |
| Redland | 1 | 96% | 100% | 96% | 96% | 88% | 96% | 85% | 94% | 100% | 100% | 98% | 86% | 95% | 91% | 94% |
| | 2 | 78% | 93% | 98% | 89% | 95% | 92% | 96% | 91% | 89% | 88% | 94% | 86% | 92% | 94% | 92% |
| | 3 | 98% | 90% | 90% | 100% | 100% | 100% | 100% | 93% | 100% | 100% | 88% | 100% | 100% | 100% | 97% |
| Robina | 1 | na | na | 89% | 90% | 97% | 95% | 94% | 88% | 80% | 87% | 85% | 89% | 96% | 100% | 91% |
| | 2 | na | na | 89% | 83% | 84% | 81% | 74% | 81% | 72% | 70% | 85% | 80% | 90% | 95% | 82% |
| | 3 | na | na | 99% | 94% | 98% | 98% | 87% | 90% | 96% | 94% | 89% | 90% | 91% | 97% | 94% |
| Rockhampton Base | 1 | 75% | 92% | 84% | 98% | 99% | 100% | 99% | 100% | 100% | 100% | 100% | 99% | 100% | 100% | 98% |
| | 2 | 51% | 63% | 66% | 66% | 63% | 81% | 84% | 88% | 80% | 92% | 94% | 91% | 85% | 90% | 80% |
| | 3 | 97% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Royal Brisbane & Women's | 1 | 85% | 87% | 91% | 90% | 92% | 91% | 95% | 98% | 97% | 93% | 91% | 92% | 88% | 87% | 92% |
| | 2 | 69% | 71% | 71% | 76% | 73% | 71% | 77% | 79% | 72% | 69% | 69% | 68% | 71% | 70% | 72% |
| | 3 | 87% | 82% | 81% | 78% | 69% | 64% | 67% | 63% | 74% | 69% | 71% | 60% | 73% | 71% | 71% |
| Royal Children's | 1 | 97% | 96% | 91% | 94% | 90% | 92% | 88% | 93% | 84% | 90% | 95% | 100% | 98% | 100% | 93% |
| | 2 | 82% | 82% | 92% | 92% | 82% | 79% | 80% | 80% | 72% | 76% | 75% | 84% | 89% | 89% | 82% |
| | 3 | 98% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 98% | 100% | 95% | 97% | 100% | 99% |
| The Prince Charles | 1 | 97% | 97% | 94% | 95% | 91% | 94% | 96% | 96% | 100% | 100% | 100% | 100% | 100% | 100% | 97% |
| | 2 | 77% | 83% | 88% | 75% | 85% | 84% | 90% | 87% | 86% | 89% | 88% | 88% | 84% | 82% | 85% |
| | 3 | 95% | 95% | 99% | 100% | 97% | 100% | 94% | 94% | 96% | 95% | 89% | 92% | 95% | 90% | 95% |
| Toowoomba | 1 | 91% | 92% | 83% | 91% | 94% | 92% | 86% | 88% | 94% | 97% | 100% | 100% | 100% | 100% | 94% |
| | 2 | 43% | 54% | 56% | 46% | 45% | 46% | 50% | 66% | 66% | 41% | 57% | 65% | 64% | 73% | 56% |
| | 3 | 97% | 96% | 65% | 76% | 81% | 84% | 77% | 83% | 81% | 80% | 67% | 57% | 81% | 63% | 76% |
| Townsville | 1 | 95% | 93% | 94% | 95% | 94% | 93% | 95% | 95% | 89% | 88% | 94% | 87% | 96% | 91% | 93% |
| | 2 | 59% | 55% | 69% | 61% | 61% | 81% | 74% | 67% | 70% | 70% | 73% | 70% | 71% | 72% | 69% |
| | 3 | 63% | 50% | 60% | 51% | 72% | 54% | 73% | 73% | 60% | 59% | 58% | 70% | 69% | 74% | 63% |

Table 3: Average overdue days of elective surgery patients waiting longer than the clinically recommended time, by Hospital and Health Service, by urgency category (CAT), selected monthly census dates

| | | Change of Government | | | | | | | | Period post Federal Government's \$103m health funding cuts | | | | | | Average June 2012 - June 2013 |
|-----------------------|-----|----------------------|--------|--------|--------|--------|--------|--------|--------|---|--------|--------|--------|--------|--------|-------------------------------|
| HHS | CAT | Mar-12 | Jun-12 | Jul-12 | Aug-12 | Sep-12 | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 | Apr-13 | May-13 | Jun-13 | |
| Cairns and Hinterland | 1 | 17 | 22 | 19 | 24 | 16 | 267 | 31 | 16 | 176 | 9 | 12 | 19 | 22 | 18 | 50 |
| | 2 | 83 | 104 | 112 | 109 | 114 | 115 | 122 | 99 | 94 | 82 | 97 | 102 | 84 | 75 | 101 |
| | 3 | 38 | 56 | 62 | 69 | 68 | 76 | 84 | 95 | 81 | 75 | 93 | 78 | 74 | 59 | 75 |
| Central Queensland | 1 | 8 | 20 | 58 | na | 7 | na | 18 | 21 | 69 | 19 | na | 12 | 6 | na | 26 |
| | 2 | 52 | 65 | 57 | 50 | 48 | 55 | 51 | 58 | 69 | 86 | 86 | 88 | 47 | na | 63 |
| | 3 | 21 | na | 14 | na | na | 22 | 34 | 83 | 114 | na | 19 | na | 96 | na | 54 |
| Children's Health | 1 | na | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 2 | 41 | 64 | 8 | 14 | 23 | 30 | 25 | 27 | 36 | 23 | 33 | 35 | 164 | na | 40 |
| | 3 | na | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| Darling Downs | 1 | 12 | 9 | 13 | 3 | 13 | na | 3 | 28 | 17 | na | na | na | 17 | na | 13 |
| | 2 | 68 | 69 | 78 | 71 | 81 | 83 | 84 | 88 | 84 | 69 | 72 | 69 | 39 | na | 74 |
| | 3 | 76 | 98 | 88 | 98 | 64 | 67 | 80 | 91 | 99 | 100 | 74 | 79 | 75 | 71 | 83 |
| Gold Coast | 1 | 5 | 12 | na | 13 | 17 | na | 10 | 14 | 17 | 14 | 13 | 15 | na | 10 | 13 |
| | 2 | 50 | 22 | 27 | 19 | 23 | 23 | 28 | 33 | 21 | 22 | 31 | 48 | 64 | 19 | 29 |
| | 3 | 50 | na | 20 | 22 | 17 | 14 | 20 | 36 | 35 | 45 | 45 | 50 | 29 | 20 | 29 |
| Mackay | 1 | 8 | 39 | 67 | 211 | na | na | 6 | na | na | 14 | 3 | 7 | 70 | na | 52 |
| | 2 | 43 | 93 | na | na | 16 | 33 | 26 | 25 | 29 | 25 | 35 | 57 | 65 | na | 41 |
| | 3 | 121 | na | na | na | na | 17 | 24 | 34 | 24 | 26 | 40 | na | na | na | 27 |
| Mater Health | 1 | na | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 2 | na | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 3 | na | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| Metro North | 1 | 33 | 13 | 17 | 21 | 28 | 75 | 28 | 11 | 17 | 15 | 22 | 21 | 23 | 25 | 24 |
| | 2 | 121 | 120 | 127 | 119 | 104 | 106 | 105 | 109 | 107 | 109 | 120 | 132 | 136 | 133 | 117 |
| | 3 | 166 | 171 | 170 | 176 | 153 | 131 | 127 | 143 | 141 | 135 | 129 | 144 | 168 | 174 | 151 |
| Metro South | 1 | 31 | 27 | 36 | 32 | 41 | 150 | 41 | 25 | 31 | 21 | 23 | 23 | 22 | 17 | 38 |
| | 2 | 166 | 183 | 190 | 193 | 196 | 191 | 200 | 194 | 185 | 182 | 198 | 200 | 190 | 182 | 191 |
| | 3 | 139 | 170 | 166 | 168 | 174 | 171 | 157 | 177 | 164 | 164 | 156 | 162 | 155 | 152 | 164 |
| North West | 1 | na | na | na | na | na | na | na | 13 | 44 | 72 | 103 | na | na | na | 58 |
| | 2 | na | na | na | na | na | 21 | 3 | 17 | 38 | 11 | 37 | 67 | 98 | 128 | 47 |
| | 3 | na | na | na | na | na | na | na | 18 | 48 | na | na | na | na | na | 33 |
| Sunshine Coast | 1 | 3 | 19 | 35 | 7 | 1 | 208 | 20 | 14 | 32 | 13 | 5 | 11 | na | na | 33 |
| | 2 | 48 | 63 | 66 | 47 | 46 | 41 | 35 | 49 | 41 | 39 | 50 | 60 | 56 | 35 | 48 |
| | 3 | 19 | 64 | 50 | 48 | 56 | 62 | 65 | 74 | 90 | 105 | 124 | 140 | 138 | 53 | 82 |

| | | | | | | | | | | | | | | | | |
|--------------|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Townsville | 1 | 7 | 2 | 43 | 7 | 7 | na | 3 | 11 | 18 | 8 | 13 | 9 | 10 | 4 | 11 |
| | 2 | 77 | 78 | 83 | 79 | 96 | 69 | 71 | 74 | 60 | 69 | 82 | 92 | 104 | 143 | 85 |
| | 3 | 83 | 95 | 107 | 106 | 110 | 108 | 117 | 135 | 141 | 126 | 130 | 129 | 106 | 136 | 119 |
| West Moreton | 1 | 8 | 14 | 17 | 24 | 8 | na | 62 | na | 16 | 20 | na | na | na | na | 23 |
| | 2 | 166 | 135 | 133 | 146 | 149 | 139 | 118 | 149 | 145 | 134 | 131 | 136 | 129 | 123 | 136 |
| | 3 | 100 | 133 | 124 | 135 | 112 | 114 | 105 | 137 | 126 | 98 | 96 | 88 | 107 | 122 | 115 |
| Wide Bay | 1 | 28 | 14 | 6 | 13 | 20 | na | 21 | 19 | 32 | 44 | 43 | 62 | 3 | 14 | 24 |
| | 2 | 98 | 110 | 99 | 87 | 105 | 111 | 122 | 138 | 117 | 138 | 451 | 50 | 61 | 56 | 126 |
| | 3 | 71 | 59 | 63 | 62 | 67 | 85 | 90 | 100 | 112 | 109 | 403 | 54 | 81 | 74 | 105 |
| TOTAL | 1 | 27 | 23 | 30 | 26 | 31 | 38 | 24 | 19 | 25 | 21 | 25 | 21 | 22 | 19 | 25 |
| | 2 | 120 | 129 | 134 | 132 | 132 | 129 | 128 | 132 | 127 | 126 | 161 | 148 | 149 | 147 | 137 |
| | 3 | 120 | 141 | 138 | 140 | 131 | 124 | 120 | 142 | 137 | 133 | 148 | 138 | 138 | 137 | 136 |

Table 4: Average overdue days of elective surgery patients waiting longer than the clinically recommended time, by hospital, by urgency category (CAT), selected monthly census dates

| | | Change of Government | | | | | | | | Period post Federal Government's \$103m health funding cuts | | | | | | |
|------------|-----|----------------------|--------|--------|--------|--------|--------|--------|--------|---|--------|--------|--------|--------|--------|-------------------------------|
| HHS | CAT | Mar-12 | Jun-12 | Jul-12 | Aug-12 | Sep-12 | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 | Apr-13 | May-13 | Jun-13 | Average June 2012 - June 2013 |
| Atherton | 1 | na | na | na | na | na | na | na | na | na | na | na | 26 | 57 | 87 | 57 |
| | 2 | na | na | na | na | na | na | na | 17 | 24 | na | 13 | 43 | na | na | 24 |
| | 3 | na | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| Beauresert | 1 | na | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 2 | na | na | na | na | na | na | na | na | na | na | na | na | 11 | na | 11 |
| | 3 | na | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| Bundaberg | 1 | 18 | na | na | na | 14 | 16 | 68 | na | na | 10 | na | na | na | na | 27 |
| | 2 | 92 | 106 | 96 | 70 | 81 | 98 | 99 | 112 | 79 | 123 | 69 | 59 | 71 | 91 | 89 |
| | 3 | 76 | 64 | 69 | 58 | 68 | 87 | 89 | 104 | 120 | 126 | 122 | 59 | 94 | 115 | 90 |
| Caboolture | 1 | 12 | na | na | 2 | 24 | na | na | na | na | 12 | na | na | na | na | 13 |
| | 2 | 18 | na | na | 36 | 10 | 15 | 24 | 16 | 24 | 18 | na | 3 | 1 | 1 | 15 |
| | 3 | na | na | na | na | 25 | 25 | na | na | na | 19 | 16 | 23 | na | 14 | 20 |
| Cairns | 1 | 17 | 22 | 19 | 24 | 16 | 37 | 31 | 12 | 176 | 9 | 12 | 18 | 20 | 15 | 32 |
| | 2 | 83 | 104 | 112 | 109 | 114 | 115 | 122 | 96 | 94 | 82 | 97 | 102 | 84 | 75 | 101 |
| | 3 | 38 | 56 | 62 | 69 | 68 | 76 | 84 | 95 | 81 | 75 | 93 | 78 | 74 | 59 | 75 |
| Caloundra | 1 | na | na | na | na | na | 208 | na | na | na | na | na | na | na | na | 208 |
| | 2 | 22 | na | na | na | na | na | na | na | 10 | 14 | 20 | na | na | na | 15 |
| | 3 | na | na | na | na | na | na | na | na | na | na | na | 20 | na | na | 20 |
| Emerald | 1 | na | 14 | na | na | na | na | 21 | na | na | na | na | 12 | 3 | na | 13 |
| | 2 | na | 26 | na | na | na | na | na | na | 62 | na | na | 8 | 24 | na | 30 |
| | 3 | na | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| Gladstone | 1 | na | 22 | 58 | na | 7 | 27 | 17 | 21 | 69 | 19 | na | na | 9 | na | 28 |
| | 2 | 13 | 23 | 26 | na | 9 | 25 | 50 | 19 | 17 | 4 | 13 | na | na | na | 21 |
| | 3 | 40 | na | 14 | na | na | 22 | 34 | 83 | 114 | na | 19 | na | na | na | 48 |
| Gold Coast | 1 | 5 | 12 | na | 12 | 17 | 12 | 7 | 19 | 17 | 15 | 13 | 15 | na | 10 | 14 |
| | 2 | 50 | 22 | 27 | 19 | 23 | 26 | 32 | 31 | 22 | 18 | 24 | 42 | 41 | 22 | 27 |
| | 3 | 50 | na | 20 | 22 | 17 | 14 | 20 | 37 | 37 | 51 | 55 | 57 | 33 | 20 | 32 |
| Gympie | 1 | na | na | na | 8 | na | na | na | 16 | na | 32 | 4 | na | na | na | 15 |
| | 2 | na | na | na | na | na | na | 10 | 5 | 6 | 15 | 29 | 60 | na | na | 21 |
| | 3 | na | na | na | na | na | na | na | na | na | 4 | na | na | na | na | 4 |
| Hervey Bay | 1 | 39 | 14 | 7 | 13 | 21 | 28 | 13 | 21 | 36 | 47 | 49 | 110 | 1 | 15 | 29 |
| | 2 | 78 | 77 | 72 | 68 | 89 | 74 | 87 | 54 | 88 | 92 | 52 | 32 | 40 | 34 | 66 |
| | 3 | 70 | 50 | 56 | 66 | 63 | 78 | 26 | 60 | 52 | 54 | 21 | 15 | 2 | 21 | 43 |

| | | | | | | | | | | | | | | | | |
|--------------------|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Innisfail | 1 | na | na | na | na | na | na | na | 37 | na | na | na | na | na | 11 | 24 |
| | 2 | na | na | na | na | na | na | na | na | na | 4 | na | na | na | na | 4 |
| | 3 | na | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| Ipswich | 1 | 8 | 14 | 17 | 24 | 8 | 9 | 62 | na | 16 | 20 | na | na | na | na | 21 |
| | 2 | 166 | 135 | 133 | 146 | 149 | 139 | 118 | 142 | 145 | 134 | 131 | 136 | 129 | 123 | 135 |
| | 3 | 100 | 133 | 124 | 135 | 112 | 114 | 105 | 127 | 126 | 98 | 96 | 88 | 107 | 122 | 114 |
| Kingaroy | 1 | na | 17 | 24 | na | 5 | na | na | na | na | na | na | na | 17 | na | 16 |
| | 2 | na | na | 21 | na | na | na | na | na | na | na | na | na | 7 | na | 14 |
| | 3 | na | na | na | na | na | na | na | na | na | na | 23 | 53 | 84 | na | 53 |
| Logan | 1 | na | na | na | na | na | na | 1 | 11 | na | na | 4 | 9 | 7 | 12 | 7 |
| | 2 | na | na | na | na | na | na | na | 14 | 13 | 12 | 32 | 50 | 29 | 41 | 27 |
| | 3 | na | na | na | na | na | na | na | na | 5 | 16 | 25 | 42 | 50 | 32 | 28 |
| Mackay Base | 1 | 8 | 39 | 67 | 211 | na | na | 6 | na | na | 14 | 3 | 7 | 70 | na | 52 |
| | 2 | 43 | 93 | na | na | 16 | 33 | 26 | 25 | 29 | 25 | 35 | 57 | 65 | na | 41 |
| | 3 | 121 | na | na | na | na | 17 | 24 | 34 | 24 | 26 | 40 | na | na | na | 27 |
| Maryborough | 1 | 9 | na | 3 | na | na | 5 | na | 2 | 16 | na | 2 | 13 | 3 | 12 | 7 |
| | 2 | 151 | 180 | 154 | 191 | 279 | 202 | 217 | 143 | 225 | 219 | 621 | 28 | 36 | 28 | 194 |
| | 3 | 4 | 70 | 73 | 84 | 90 | 84 | 248 | 141 | 162 | 94 | 505 | 69 | na | 11 | 136 |
| Mater Adult | 1 | na | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 2 | na | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 3 | na | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| Mater Children's | 1 | na | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 2 | na | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 3 | na | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| Mater Mothers' | 1 | na | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 2 | na | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 3 | na | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| Mount Isa | 1 | na | na | na | na | na | na | na | 13 | 44 | 72 | 103 | na | na | na | 58 |
| | 2 | na | na | na | na | na | 21 | 3 | 17 | 38 | 11 | 37 | 67 | 98 | 128 | 47 |
| | 3 | na | na | na | na | na | na | na | 18 | 48 | na | na | na | na | na | 33 |
| Nambour | 1 | 3 | 19 | 35 | 9 | 1 | na | 20 | 13 | 32 | 10 | 5 | 11 | na | na | 15 |
| | 2 | 49 | 63 | 66 | 47 | 46 | 41 | 36 | 50 | 46 | 45 | 54 | 60 | 58 | 35 | 50 |
| | 3 | 18 | 64 | 50 | 48 | 56 | 62 | 65 | 74 | 90 | 106 | 124 | 142 | 147 | 69 | 85 |
| Princess Alexandra | 1 | 32 | 29 | 37 | 34 | 45 | 57 | 44 | 28 | 32 | 25 | 24 | 27 | 23 | 15 | 32 |
| | 2 | 171 | 187 | 195 | 198 | 204 | 199 | 208 | 165 | 194 | 197 | 213 | 218 | 223 | 213 | 201 |
| | 3 | 143 | 177 | 179 | 187 | 194 | 191 | 165 | 170 | 174 | 176 | 169 | 174 | 167 | 173 | 177 |
| QEII Jubilee | 1 | na | 16 | 33 | 31 | 21 | 35 | na | 14 | 19 | 10 | na | 12 | 30 | 9 | 21 |
| | 2 | 124 | 147 | 145 | 148 | 132 | 135 | 124 | 127 | 122 | 101 | 104 | 67 | 62 | 46 | 112 |
| | 3 | 129 | 147 | 128 | 106 | 116 | 113 | 130 | 116 | 129 | 120 | 113 | 130 | 106 | 94 | 119 |

| | | | | | | | | | | | | | | | | |
|--------------------------|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Redcliffe | 1 | 8 | 8 | 19 | 19 | 43 | 20 | 16 | 9 | 18 | na | na | na | na | na | 19 |
| | 2 | 57 | 77 | 75 | 80 | 81 | 88 | 75 | 63 | 70 | 67 | 75 | 79 | 62 | 58 | 73 |
| | 3 | 36 | 35 | 48 | 47 | 57 | 68 | 79 | 85 | 87 | 81 | 62 | 72 | 74 | 80 | 67 |
| Redland | 1 | 1 | na | na | 2 | na | na | na | na | na | na | na | 60 | 31 | 28 | 30 |
| | 2 | 88 | 9 | 173 | 135 | 109 | 128 | 157 | 130 | 135 | 235 | 159 | 107 | 117 | 122 | 132 |
| | 3 | 3 | 5 | na | na | na | na | 30 | na | na | 34 | 116 | 146 | 177 | 71 | 83 |
| Robina | 1 | na | na | na | 22 | 18 | na | 43 | 3 | 15 | 11 | 14 | na | na | na | 18 |
| | 2 | na | na | na | na | na | 15 | 24 | 36 | 20 | 28 | 37 | 53 | 88 | 12 | 35 |
| | 3 | na | na | na | na | na | na | 19 | 35 | 33 | 36 | 31 | 42 | 1 | na | 28 |
| Rockhampton Base | 1 | 8 | 21 | na | na | na | na | na | na | na | na | na | na | na | na | 21 |
| | 2 | 53 | 68 | 60 | 50 | 52 | 59 | 51 | 60 | 72 | 89 | 89 | 92 | 51 | na | 66 |
| | 3 | 1 | na | na | na | na | na | na | na | na | na | na | na | 96 | na | 96 |
| Royal Brisbane & Women's | 1 | 38 | 21 | 15 | 20 | 18 | 23 | 33 | 15 | 16 | 15 | 22 | 21 | 23 | 25 | 21 |
| | 2 | 135 | 131 | 142 | 131 | 112 | 113 | 112 | 116 | 117 | 121 | 129 | 142 | 143 | 139 | 127 |
| | 3 | 174 | 182 | 182 | 195 | 165 | 143 | 138 | 145 | 152 | 148 | 144 | 156 | 177 | 180 | 162 |
| Royal Children's | 1 | na | na | na | na | 9 | na | na | na | na | na | na | na | na | na | 9 |
| | 2 | 41 | 64 | 8 | 14 | 23 | 30 | 25 | 27 | 36 | 23 | 33 | 35 | 164 | na | 40 |
| | 3 | na | na | na | na | na | na | na | na | 28 | na | na | na | na | na | 28 |
| The Prince Charles | 1 | na | 9 | 19 | 25 | 36 | 18 | na | na | na | na | na | na | na | na | 21 |
| | 2 | 69 | 77 | 79 | 65 | 71 | 61 | 65 | 66 | 68 | 59 | 57 | 52 | 55 | 41 | 63 |
| | 3 | 92 | 15 | 36 | 40 | 69 | 52 | 40 | 55 | 47 | 33 | 43 | 24 | 33 | 7 | 38 |
| Toowoomba | 1 | 12 | 5 | 10 | 3 | 15 | 13 | 3 | 28 | 17 | na | na | na | na | na | 12 |
| | 2 | 68 | 69 | 78 | 71 | 81 | 83 | 84 | 86 | 84 | 69 | 72 | 69 | 43 | na | 74 |
| | 3 | 76 | 98 | 88 | 98 | 64 | 67 | 80 | 90 | 99 | 100 | 75 | 79 | 75 | 71 | 83 |
| Townsville | 1 | 7 | 2 | 43 | 7 | 7 | 15 | 3 | 11 | 18 | 8 | 13 | 9 | 10 | 4 | 11 |
| | 2 | 77 | 78 | 83 | 79 | 96 | 69 | 71 | 70 | 60 | 69 | 82 | 92 | 104 | 143 | 84 |
| | 3 | 83 | 95 | 107 | 106 | 110 | 108 | 117 | 132 | 141 | 126 | 130 | 129 | 106 | 136 | 119 |

Table 5: Number of elective surgery patients waiting from the longest waiting 10% cohort statewide (as at 31 December of the previous year), by Hospital and Health Service, by urgency category (CAT), selected months

| | | Change of Government | | | | | | | | Period post Federal Government's \$103m health funding cuts | | | | | |
|-----------------------|-----|----------------------|--------|--------|--------|--------|--------|--------|--------|---|--------|--------|--------|--------|--------|
| HHS | CAT | Mar-12 | Jun-12 | Jul-12 | Aug-12 | Sep-12 | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 | Apr-13 | May-13 | Jun-13 |
| Cairns and Hinterland | 1 | na | 1 | na | na | na | na | na | na | na | na | na | na | na | na |
| | 2 | 1 | 1 | na | na | na | na | na | na | 5 | 5 | 5 | 1 | na | na |
| | 3 | na | na | na | 1 | 1 | 1 | na | na | 2 | 2 | 1 | 1 | 1 | 2 |
| Central Queensland | 1 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 2 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 3 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| Children's Health | 1 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 2 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 3 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| Darling Downs | 1 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 2 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 3 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| Gold Coast | 1 | na | na | na | na | na | na | na | na | 2 | 1 | na | na | na | na |
| | 2 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 3 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| Mackay | 1 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 2 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 3 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| Mater Health | 1 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 2 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 3 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| Metro North | 1 | 4 | 1 | na | na | 1 | 1 | 1 | 1 | na | na | na | na | na | na |
| | 2 | 94 | 45 | 44 | 32 | 17 | 7 | 6 | 7 | 7 | 13 | 13 | 13 | 13 | 11 |
| | 3 | 52 | 34 | 26 | 21 | 15 | 6 | 6 | 5 | 4 | 16 | 16 | 16 | 16 | 16 |
| Metro South | 1 | 5 | 3 | 3 | 2 | 3 | 2 | na | na | 2 | 4 | 1 | 2 | 3 | 3 |
| | 2 | 132 | 103 | 90 | 80 | 67 | 60 | 57 | 56 | 238 | 223 | 211 | 199 | 185 | 136 |
| | 3 | 29 | 28 | 23 | 23 | 24 | 22 | 20 | 20 | 77 | 77 | 73 | 70 | 59 | 45 |
| North West | 1 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 2 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 3 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| Sunshine Coast | 1 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 2 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 3 | na | na | na | na | na | na | na | na | 1 | 1 | na | na | na | na |
| Townsville | 1 | 1 | na | na | na | na | na | na | na | na | na | na | 1 | na | na |
| | 2 | 3 | 1 | 1 | na | na | 1 | 1 | 1 | 1 | na | na | 1 | na | 1 |
| | 3 | na | na | na | na | na | na | na | na | 18 | 8 | 7 | 6 | 4 | 4 |
| | 1 | 2 | 1 | na | na | na | 1 | na | 1 | 1 | na | na | na | na | na |

| | | | | | | | | | | | | | | | |
|--------------|---|-----|-----|-----|-----|-----|----|----|----|-----|-----|-----|-----|-----|-----|
| West Moreton | 2 | 3 | 38 | 40 | 37 | 30 | 16 | 6 | 5 | 33 | 23 | 17 | 14 | 10 | 8 |
| | 3 | 3 | na | 1 | 1 | 1 | 4 | 1 | 1 | 5 | 3 | 3 | 5 | 3 | 3 |
| Wide Bay | 1 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 2 | 2 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | na | na | na |
| | 3 | 2 | na | na | na | na | na | na | na | na | na | na | 1 | 1 | 1 |
| TOTAL | 1 | 12 | 6 | 3 | 2 | 4 | 4 | 1 | 2 | 5 | 5 | 1 | 3 | 3 | 3 |
| | 2 | 273 | 189 | 176 | 150 | 115 | 85 | 71 | 70 | 285 | 265 | 247 | 228 | 208 | 156 |
| | 3 | 86 | 62 | 50 | 46 | 41 | 33 | 27 | 26 | 107 | 107 | 100 | 99 | 84 | 71 |

Table 6: Number of elective surgery patients waiting from the longest waiting 10% cohort statewide (as at 31 December of the previous year), by urgency category (CAT), selected months

| | | Change of Government | | | | | | | | Period post Federal Government's \$103m health funding cuts | | | | | |
|------------|-----|----------------------|--------|--------|--------|--------|--------|--------|--------|---|--------|--------|--------|--------|--------|
| HHS | CAT | Mar-12 | Jun-12 | Jul-12 | Aug-12 | Sep-12 | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 | Apr-13 | May-13 | Jun-13 |
| Atherton | 1 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 2 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 3 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| Beauresert | 1 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 2 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 3 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| Bundaberg | 1 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 2 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | na | na | na |
| | 3 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| Caboolture | 1 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 2 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 3 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| Cairns | 1 | na | 1 | na | na | na | na | na | na | na | na | na | na | na | na |
| | 2 | 1 | 1 | na | na | na | na | na | na | 5 | 5 | 5 | 1 | na | na |
| | 3 | na | na | na | 1 | 1 | 1 | na | na | 2 | 2 | 1 | 1 | 1 | 2 |
| Caloundra | 1 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 2 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 3 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| Emerald | 1 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 2 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 3 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| Gladstone | 1 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 2 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 3 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| Gold Coast | 1 | na | na | na | na | na | na | na | na | 2 | 1 | na | na | na | na |
| | 2 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 3 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| Gympie | 1 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 2 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 3 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| Hervey Bay | 1 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 2 | 1 | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 3 | 2 | na | na | na | na | na | na | na | na | na | na | na | na | na |
| Innisfail | 1 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 2 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 3 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 1 | 2 | 1 | na | na | na | 1 | na | 1 | 1 | na | na | na | na | na |

[illegible]

| | | | | | | | | | | | | | | | |
|--------------------------|---|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| Redland | 1 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 2 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 3 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| Robina | 1 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 2 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 3 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| Rockhampton Base | 1 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 2 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 3 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| Royal Brisbane & Women's | 1 | 3 | 1 | na | na | 1 | 1 | 1 | 1 | na | na | na | na | na | na |
| | 2 | 94 | 45 | 44 | 32 | 17 | 7 | 6 | 7 | 7 | 13 | 13 | 13 | 13 | 11 |
| | 3 | 52 | 34 | 26 | 21 | 15 | 6 | 6 | 5 | 4 | 16 | 16 | 16 | 16 | 16 |
| Royal Children's | 1 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 2 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 3 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| The Prince Charles | 1 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 2 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 3 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| Toowoomba | 1 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 2 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| | 3 | na | na | na | na | na | na | na | na | na | na | na | na | na | na |
| Townsville | 1 | 1 | na | na | na | na | na | na | na | na | na | na | 1 | na | na |
| | 2 | 3 | 1 | 1 | na | na | 1 | 1 | 1 | 1 | na | na | 1 | na | 1 |
| | 3 | na | na | na | na | na | na | na | na | 18 | 8 | 7 | 6 | 4 | 4 |

HEALTH AND COMMUNITY SERVICES COMMITTEE

2013 ESTIMATES PRE-HEARING

QUESTION ON NOTICE

No. 3

THE HEALTH AND COMMUNITY SERVICES COMMITTEE ASKED THE MINISTER FOR HEALTH (Mr SPRINGBORG)—

QUESTION:

I refer to the Summary of portfolio budgets in the SDS and ask the Minister to please outline, which 2013-14 Hospital and Health Service budget estimates are less than the 2012-13 actual expenditure and which 2013-14 Hospital and Health Service budget estimates are less than the benchmarked growth rate for the State agreed under the National Health Reform Agreement?

ANSWER:

There are six Hospital and Health Services (HHSs) that have published budget allocations for 2013-14 which indicate a decrease on their 2012-13 estimated actual expenditure. The six HHSs are Central West, Children's Health Queensland, Metro North, South West, Sunshine Coast and Wide Bay.

It is important to note that a number of factors are considered when determining budgets for HHSs including activity levels, projected growth for the region and new services planned. Budgets are not based solely on actual expenditure from the previous year. In addition, all HHSs are being funded in a way which incentivises them to deliver high quality services at or below the National Efficient Price.

The National Health Reform Agreement (NHRA) includes provisions for 'Maintenance of Effort' (clauses A80 and A81) regarding expenditure on health. The benchmark for assessing maintenance of effort for 2013-14 is growth of at least 5.25 per cent on a statewide basis relative to the outcome in 2012-13 for recurrent expenditure. The NHRA does not advise benchmarks for hospital-specific growth in funding.

On an individual HHS basis, two HHSs, Gold Coast and West Moreton, received budget allocations in 2013-14 more than 5.25 per cent above estimated actual expenditure for 2012-13 as reported in the SDS. The HHSs which received budget growth of less than 5.25 per cent compared are in the following table.

| |
|------------------------------------|
| Hospital and Health Service |
| Cairns & Hinterland |
| Cape York |
| Central Queensland |
| Central West |
| Children's Health Queensland |
| Darling Downs |
| Mackay |
| Metro North |
| Metro South |
| North West |
| South West |
| Sunshine Coast |
| Torres Strait – Northern Peninsula |
| Townsville |
| Wide Bay |
| Total |

It should be emphasised that comparing 2013-14 budgets to estimated actual expenditure for 2012-13 is problematic. Significant funds have been retained by the Department of Health for allocation to HHSs during 2013-14. These relate to a broad range of services for which budgets cannot be determined at this stage – for instance services that relate to capital builds where the completion date is uncertain at this stage, funding related to certain Commonwealth programs, funding to address unexpected increases in in-year demand for certain specialties, and others. When such factors are taken into account the overall increase in the Queensland Health consolidated budget for 2013-14 compared to estimated actual expenditure for 2012-13 is 4.5 per cent.

The NHRA also provides (clause A80 (d) (ii)) that a decision by a jurisdiction to constrain general growth in government expenditure would be an acceptable reason for failure to achieve 5.24% the benchmark, provided that the slowing in expenditure growth is not specific to the health system and that any slower growth in health expenditure is sustained beyond the end of the transition period.

Health is one of the Queensland Government's key priorities, evidenced by record increases to the Queensland Health budget under this Government. The Queensland Health budget has increased at a faster rate than the overall Queensland Government budget, a sign of the importance this Government attaches to Health despite the challenging fiscal environment we continue to face.

In accordance with clause A80 (d) (ii) the increase in the Queensland Health budget can be compared with the change in Queensland Government General Government Sector budgeted expenditure for the same period, which is forecast to contract slightly from \$48.518 billion in 2012-13 to \$48.436 billion in 2013-14 (a reduction of 0.2 per cent). Accordingly the benchmark criterion defined by the NHRA is being met.

HEALTH AND COMMUNITY SERVICES COMMITTEE

2013 ESTIMATES PRE-HEARING

QUESTION ON NOTICE

No. 4

THE HEALTH AND COMMUNITY SERVICES COMMITTEE ASKED THE MINISTER FOR HEALTH (Mr SPRINGBORG)—

QUESTION:

I refer to page 21 of the SDS and ask the Minister to please outline, for each of the three categories of clinical urgency seeking Specialist Outpatient Services, in each clinical specialty, for each month from June 2012 to June 2013 inclusive, and for all reporting hospitals and aggregated by HHS: what proportion of people are waiting within the clinically recommended time; and what is the 90th percentile waiting time in days for patients?

ANSWER:

Queensland Health's Hospital Performance website publishes information on the percentage of patients waiting for an initial specialist outpatient service event within the clinically recommended time for their urgency category, by urgency category, by specialist clinic, and by hospital, for the most recent quarterly census date. Also available online is the 90th percentile waiting time in days for initial service events, by urgency category, by specialist clinic, and by reporting hospital for the most recent quarter. The Hospital Performance website is available at <http://www.health.qld.gov.au/hospitalperformance/>

As the data source for these measures is a dynamic hospital information system, and these figures were re-generated in order to answer the question, some information provided may vary slightly from that reported through Hospital Performance. All information published on Hospital Performance is caveated as being preliminary and subject to change for this reason.

Queensland Health is leading the way concerning the transparency of reporting specialist outpatient waiting times, with the most detailed and up-to-date information on this service area, in Australia.

Queensland Health began publication of specialist outpatient waiting times in October 2012, following a number of investments in this area including enhancements to information systems, implementation of a statewide standard clinic code set, and appointment of Business Practice Improvement Officers in reporting hospitals. Prior to 1 July 2012, the lack of standardised systems and clinics codes, and poor data quality, precluded the responsible publication of waiting times.

For these reasons, some of the information requested is unavailable:

- The Mater Adult, Children's and Mothers' Public Hospitals, Princess Alexandra Hospital and Royal Brisbane and Women's Hospital data is not available because non-enterprise information systems are used in these hospitals. The Department of Health is working with the Mater Health Services and Metro North and Metro South Hospital and Health Services to develop a data extract from these systems to be able to report their activity and performance in the future.

- Regarding information on the percentage of patients waiting within clinically recommended times, data on patients waiting before 1 October 2012 is unavailable, as is data after 1 March 2013, as the most recent quarter's data is not yet validated by Hospital and Health Services.
- Regarding the 90th percentile waiting times, data on patients seen before July 2012 is unavailable, as is data after March 2013, as the most recent quarter's data is not yet validated by Hospital and Health Services.

I am also pleased to provide Attachment 1, 80 tables containing the data that we are able to provide:

- Tables 1 to 27: The percentage of patients waiting for an initial specialist outpatient service event within the clinically recommended time for their urgency category, by urgency category, by specialist clinic, by monthly census date from 1 October 2012 to 1 April 2013, for each reporting hospital. Cells with a dash ("-") denote that there were no patients waiting.
- Tables 28 to 40: The percentage of patients waiting for an initial specialist outpatient service event within the clinically recommended time for their urgency category, by urgency category, by specialist clinic, by monthly census date from 1 October 2012 to 1 April 2013, for each Hospital and Health Service. Cells with a dash ("-") denote that there were no patients waiting.
- Tables 41 to 67: The 90th percentile waiting time in days for initial service events, by urgency category, by specialist clinic, by month from October 2012 to March 2013, for each reporting hospital. Cells with a dash ("-") denote that there were no patients seen.
- Tables 68 to 80: The 90th percentile waiting time in days for initial service events, by urgency category, by specialist clinic, by month from October 2012 to March 2013, for each Hospital and Health Service. Cells with a dash ("-") denote that there were no patients seen.

Table 1: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months -
Atherton Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Dermatology | 1 | 100% | 100% | - | 100% | 50% | - |
| | 2 | 57% | 67% | 63% | 50% | 25% | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | - | - | - | - | - | - |
| | 2 | 100% | 100% | - | 80% | 88% | 82% |
| | 3 | 78% | 78% | 70% | 100% | 75% | 75% |
| Ear Nose and Throat | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Endocrinology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Gastroenterology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| General Medicine | 1 | 56% | 50% | 19% | 65% | 49% | 44% |
| | 2 | 58% | 65% | 70% | 90% | 87% | 80% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| General Surgery | 1 | 67% | 100% | - | 100% | 83% | 33% |
| | 2 | 56% | 67% | 39% | 57% | 85% | 92% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| Gynaecology | 1 | - | - | 100% | - | 60% | 43% |
| | 2 | 75% | 92% | 86% | 75% | 80% | 85% |
| | 3 | 100% | 100% | 98% | 100% | 98% | 100% |
| Nephrology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Orthopaedic | 1 | - | - | - | - | - | - |
| | 2 | 100% | 100% | 67% | - | - | - |
| | 3 | - | - | - | - | - | - |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|--|---|---|---|---|---|---|---|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Rheumatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Urology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

Table 2: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months - Beaudesert Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ear Nose and Throat | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Endocrinology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Gastroenterology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| General Medicine | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | 100% | - | - |
| General Surgery | 1 | 100% | - | - | - | - | 100% |
| | 2 | - | 100% | 100% | 30% | 75% | 100% |
| | 3 | 50% | 100% | 100% | 100% | 100% | 100% |
| Gynaecology | 1 | - | - | - | - | 100% | - |
| | 2 | - | - | - | 100% | 100% | 100% |
| | 3 | - | - | - | - | - | - |
| Nephrology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Orthopaedic | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|--|---|---|---|---|---|---|---|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Rheumatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Urology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

Table 3: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months - Bundaberg Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | 100% | - | - | 50% | - | - |
| | 2 | - | - | 100% | - | - | - |
| | 3 | 92% | 100% | 100% | - | 100% | 100% |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | - | - | - | - | - | - |
| | 2 | - | - | 100% | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ear Nose and Throat | 1 | 25% | - | - | - | - | - |
| | 2 | 44% | 86% | 76% | 57% | 10% | - |
| | 3 | 48% | 53% | 71% | 71% | 71% | - |
| Endocrinology | 1 | - | 50% | - | 33% | - | 50% |
| | 2 | 33% | 46% | 58% | 39% | 26% | 38% |
| | 3 | 5% | 5% | 5% | 5% | - | - |
| Gastroenterology | 1 | 25% | 17% | 29% | 14% | 56% | 20% |
| | 2 | 26% | 45% | 32% | 19% | 41% | 43% |
| | 3 | 75% | 100% | 100% | 90% | 100% | 100% |
| General Medicine | 1 | - | 100% | - | 100% | - | - |
| | 2 | - | - | - | 100% | 100% | - |
| | 3 | - | - | - | - | - | - |
| General Surgery | 1 | 73% | 83% | 80% | 79% | 86% | 90% |
| | 2 | 26% | 37% | 40% | 36% | 37% | 56% |
| | 3 | 79% | 93% | 94% | 100% | 97% | 97% |
| Gynaecology | 1 | 58% | 61% | 62% | 46% | 50% | 58% |
| | 2 | 86% | 81% | 81% | 87% | 84% | 88% |
| | 3 | - | 100% | 100% | 100% | 100% | 100% |
| Nephrology | 1 | 83% | 50% | 50% | 50% | 50% | 92% |
| | 2 | 23% | 23% | 24% | 20% | 20% | 26% |
| | 3 | 48% | 52% | 54% | 54% | 50% | 44% |
| Neurology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Orthopaedic | 1 | 84% | 95% | 86% | 87% | 81% | 82% |
| | 2 | 43% | 46% | 45% | 37% | 36% | 39% |
| | 3 | 54% | 54% | 54% | 53% | 56% | 54% |
| Pain Management | 1 | 8% | 8% | 6% | 9% | 4% | 8% |
| | 2 | 7% | 6% | 7% | 9% | 12% | 12% |
| | 3 | 39% | 31% | 31% | 30% | 40% | 37% |

| | | | | | | | |
|------------------------------------|---|-----|-----|-----|-----|-----|-----|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Rheumatology | 1 | 26% | 24% | 13% | 17% | 24% | 38% |
| | 2 | 15% | 14% | 17% | 16% | 16% | 15% |
| | 3 | 52% | 46% | 45% | 45% | 50% | 45% |
| Urology | 1 | 89% | 81% | 33% | 60% | 33% | 50% |
| | 2 | 23% | 24% | 20% | 14% | - | - |
| | 3 | 40% | 38% | 39% | 37% | 29% | 25% |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

Table 4: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months - Caboolture Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | 90% | 100% | 100% | 100% | 100% | 75% |
| | 2 | 55% | 58% | 49% | 47% | 43% | 53% |
| | 3 | 100% | 100% | 100% | 100% | 92% | 93% |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | 82% | 57% | 20% | 33% | 67% | 33% |
| | 2 | 66% | 70% | 48% | 33% | 32% | 31% |
| | 3 | 95% | 94% | 94% | 94% | 100% | 100% |
| Ear Nose and Throat | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Endocrinology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Gastroenterology | 1 | 86% | 91% | 87% | 100% | 88% | 100% |
| | 2 | 22% | 16% | 14% | 17% | 16% | 17% |
| | 3 | 44% | 42% | 41% | 42% | 40% | 36% |
| General Medicine | 1 | 42% | 100% | 100% | 100% | 100% | 93% |
| | 2 | 74% | 26% | 37% | 57% | 79% | 89% |
| | 3 | 100% | 100% | 100% | - | - | - |
| General Surgery | 1 | 86% | 97% | 96% | 96% | 90% | 93% |
| | 2 | 90% | 88% | 93% | 82% | 83% | 84% |
| | 3 | 98% | 100% | 100% | 100% | 100% | 100% |
| Gynaecology | 1 | 88% | 100% | 100% | 100% | 93% | 92% |
| | 2 | 83% | 95% | 91% | 83% | 78% | 79% |
| | 3 | 99% | 100% | 100% | 100% | 100% | 100% |
| Nephrology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Orthopaedic | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|------------------------------------|---|------|------|------|------|------|------|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | 20% | 100% | 33% | 75% | 100% | - |
| | 2 | 85% | 53% | 45% | 26% | 27% | 21% |
| | 3 | 75% | 71% | 60% | 73% | 64% | 63% |
| Rheumatology | 1 | 77% | 75% | 33% | 100% | - | 100% |
| | 2 | 20% | 16% | 18% | 15% | 17% | 26% |
| | 3 | 20% | 17% | 14% | 11% | 14% | 11% |
| Urology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | 100% | 100% | 100% | - | - | - |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

Table 5: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months - Cairns Base Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | 100% | - | - | - | - |
| | 2 | 65% | 72% | 20% | 67% | 50% | 62% |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | 74% | 50% | 55% | 57% | 62% | 58% |
| | 2 | 47% | 47% | 44% | 44% | 49% | 52% |
| | 3 | 98% | 97% | 97% | 95% | 95% | 92% |
| Dermatology | 1 | 47% | 13% | 12% | 31% | 35% | 17% |
| | 2 | 22% | 21% | 21% | 23% | 26% | 24% |
| | 3 | 62% | 61% | 64% | 65% | 80% | 81% |
| Diabetes | 1 | 30% | 59% | 29% | 50% | 26% | 18% |
| | 2 | 58% | 68% | 75% | 65% | 71% | 79% |
| | 3 | 91% | 94% | 89% | 96% | 100% | 95% |
| Ear Nose and Throat | 1 | 75% | 83% | 67% | 88% | 90% | 94% |
| | 2 | 32% | 32% | 26% | 24% | 26% | 27% |
| | 3 | 79% | 77% | 77% | 77% | 73% | 68% |
| Endocrinology | 1 | 73% | 42% | 35% | 54% | 93% | 71% |
| | 2 | 27% | 35% | 57% | 67% | 70% | 64% |
| | 3 | 100% | 96% | 96% | 91% | 95% | 97% |
| Gastroenterology | 1 | 16% | 18% | 7% | 12% | 10% | 9% |
| | 2 | 54% | 33% | 10% | 17% | 33% | - |
| | 3 | - | 100% | - | 100% | 100% | - |
| General Medicine | 1 | 83% | 58% | 56% | 71% | 71% | 56% |
| | 2 | 100% | 100% | 100% | 90% | 89% | 89% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| General Surgery | 1 | 86% | 86% | 70% | 77% | 72% | 61% |
| | 2 | 30% | 28% | 29% | 26% | 26% | 22% |
| | 3 | 91% | 91% | 91% | 90% | 90% | 90% |
| Gynaecology | 1 | 73% | 80% | 74% | 80% | 79% | 74% |
| | 2 | 87% | 90% | 83% | 78% | 82% | 86% |
| | 3 | 99% | 99% | 99% | 99% | 99% | 99% |
| Nephrology | 1 | 45% | - | 33% | 30% | 44% | 30% |
| | 2 | 68% | 71% | 63% | 60% | 67% | 71% |
| | 3 | 94% | 95% | 97% | 95% | 97% | 96% |
| Neurology | 1 | 13% | 37% | 6% | 8% | 23% | 18% |
| | 2 | 5% | 19% | 21% | 13% | 15% | 12% |
| | 3 | 40% | 41% | 83% | 81% | 77% | 76% |
| Neurosurgery | 1 | 78% | 75% | 40% | 71% | 63% | 43% |
| | 2 | 21% | 26% | 26% | 21% | 21% | 25% |
| | 3 | 39% | 47% | 52% | 56% | 59% | 55% |
| Ophthalmology | 1 | 60% | 75% | 32% | 59% | 58% | 27% |
| | 2 | 38% | 42% | 38% | 39% | 39% | 35% |
| | 3 | 49% | 53% | 53% | 55% | 57% | 57% |
| Orthopaedic | 1 | 89% | 93% | 85% | 86% | 81% | 66% |
| | 2 | 19% | 34% | 38% | 45% | 44% | 50% |
| | 3 | 60% | 48% | 48% | 48% | 47% | 46% |
| Pain Management | 1 | 33% | - | - | - | - | 98% |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|------------------------------------|---|-----|------|-----|------|-----|-----|
| Plastic and Reconstructive Surgery | 1 | - | 100% | 92% | 100% | 75% | 50% |
| | 2 | 3% | 5% | 7% | 7% | 6% | 4% |
| | 3 | 58% | 62% | 61% | 63% | 61% | 61% |
| Respiratory | 1 | 50% | 64% | 44% | 44% | 73% | 65% |
| | 2 | 29% | 26% | 28% | 31% | 30% | 34% |
| | 3 | 35% | 30% | 28% | 28% | 22% | 17% |
| Rheumatology | 1 | 36% | 60% | 47% | 79% | 77% | 53% |
| | 2 | 44% | 81% | 79% | 71% | 63% | 64% |
| | 3 | - | - | - | - | - | - |
| Urology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Vascular Surgery | 1 | 83% | 82% | 60% | 43% | 33% | 50% |
| | 2 | 39% | 48% | 38% | 36% | 34% | 29% |
| | 3 | 72% | 71% | 67% | 65% | 64% | 64% |

Table 6: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months - Caloundra Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | 100% | 86% | - | 100% | 50% | 50% |
| | 2 | 89% | 93% | 100% | 100% | 90% | 83% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| Ear Nose and Throat | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Endocrinology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Gastroenterology | 1 | 44% | 20% | 13% | 28% | - | - |
| | 2 | 80% | 100% | 100% | - | 33% | - |
| | 3 | 100% | 100% | 100% | 100% | 100% | - |
| General Medicine | 1 | - | - | - | - | - | - |
| | 2 | 100% | 100% | 100% | 100% | 100% | 100% |
| | 3 | - | - | - | - | - | 100% |
| General Surgery | 1 | - | 92% | 59% | 50% | 60% | 57% |
| | 2 | 55% | 83% | 70% | 73% | 10% | 42% |
| | 3 | - | - | - | - | - | - |
| Gynaecology | 1 | - | - | - | - | 100% | - |
| | 2 | - | 4% | - | 26% | - | 67% |
| | 3 | - | 100% | 100% | - | - | - |
| Nephrology | 1 | - | - | - | - | 50% | 50% |
| | 2 | - | - | - | - | 100% | - |
| | 3 | - | - | - | - | - | - |
| Neurology | 1 | - | - | - | - | - | - |
| | 2 | - | 33% | 67% | 13% | - | 14% |
| | 3 | - | - | - | - | - | - |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | 80% | 95% | 74% | 87% | 80% | 89% |
| | 2 | 35% | 32% | 29% | 26% | 26% | 28% |
| | 3 | 33% | 33% | 33% | 32% | 32% | 30% |
| Orthopaedic | 1 | 100% | 94% | 75% | 86% | 100% | 100% |
| | 2 | - | - | - | 52% | 18% | 13% |
| | 3 | - | - | - | 100% | - | - |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|--|---|-----|-----|---|------|---|---|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | - | - | - | 100% | - | - |
| | 2 | 38% | 40% | - | 100% | - | - |
| | 3 | - | - | - | - | - | - |
| Rheumatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Urology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

Table 7: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months - Emerald Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | 100% | 100% | - | - | - | - |
| | 2 | 75% | 100% | 100% | 100% | - | - |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| Ear Nose and Throat | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Endocrinology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Gastroenterology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| General Medicine | 1 | - | - | - | - | - | - |
| | 2 | 100% | 100% | - | - | - | - |
| | 3 | 100% | 100% | - | - | - | - |
| General Surgery | 1 | 75% | 92% | 79% | 40% | 86% | 25% |
| | 2 | 97% | 97% | 66% | 71% | 46% | 44% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| Gynaecology | 1 | 100% | 100% | 75% | 100% | 67% | - |
| | 2 | 92% | 100% | 100% | 100% | 100% | 100% |
| | 3 | 100% | 100% | 100% | - | - | - |
| Nephrology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Orthopaedic | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|--|---|---|---|---|---|---|---|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Rheumatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Urology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

Table 8: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months - Gladstone Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | - | 100% | 78% | 81% | 55% | 34% |
| | 2 | 100% | 100% | 100% | 100% | 86% | 75% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| Dermatology | 1 | 60% | 67% | 43% | 8% | 10% | 9% |
| | 2 | 92% | 83% | 53% | 50% | 60% | 63% |
| | 3 | - | - | - | - | 100% | 100% |
| Diabetes | 1 | - | 33% | - | - | - | - |
| | 2 | 100% | 63% | 54% | 57% | 46% | 8% |
| | 3 | - | - | 100% | 100% | 100% | 100% |
| Ear Nose and Throat | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Endocrinology | 1 | - | - | - | - | - | - |
| | 2 | - | 75% | 50% | 25% | 43% | 33% |
| | 3 | - | - | - | - | - | - |
| Gastroenterology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| General Medicine | 1 | 71% | 50% | - | - | 50% | - |
| | 2 | 91% | 82% | 54% | 63% | 66% | 71% |
| | 3 | 98% | 100% | 100% | 100% | 94% | 91% |
| General Surgery | 1 | 78% | 61% | 57% | 65% | 95% | 80% |
| | 2 | 65% | 90% | 79% | 86% | 99% | 98% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| Gynaecology | 1 | 91% | 83% | 67% | 83% | 88% | 100% |
| | 2 | 78% | 68% | 78% | 72% | 85% | 88% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| Nephrology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Orthopaedic | 1 | 50% | 43% | - | - | 100% | 100% |
| | 2 | 21% | 16% | 12% | 13% | 18% | 22% |
| | 3 | 92% | 93% | 93% | 93% | 96% | 87% |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|--|---|---|---|---|---|---|---|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Rheumatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Urology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

Table 9: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months - Gold Coast Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | 85% | 88% | 46% | 76% | 67% | 58% |
| | 2 | 100% | 100% | 100% | 83% | 91% | 88% |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | 36% | 44% | 21% | 29% | 34% | 33% |
| | 2 | 24% | 29% | 28% | 22% | 18% | 17% |
| | 3 | 94% | 94% | 95% | 95% | 94% | 94% |
| Dermatology | 1 | 22% | 15% | - | 19% | 55% | 60% |
| | 2 | 7% | 13% | 13% | 10% | 9% | 11% |
| | 3 | 44% | 40% | 42% | 36% | 36% | 34% |
| Diabetes | 1 | 46% | 33% | 20% | 35% | 43% | 32% |
| | 2 | 54% | 52% | 47% | 39% | 30% | 18% |
| | 3 | 100% | 100% | 100% | 75% | 75% | 75% |
| Ear Nose and Throat | 1 | 66% | 70% | 39% | 63% | 76% | 54% |
| | 2 | 13% | 12% | 12% | 11% | 10% | 11% |
| | 3 | 44% | 44% | 45% | 44% | 42% | 41% |
| Endocrinology | 1 | 56% | 46% | 18% | 32% | 58% | 54% |
| | 2 | 32% | 30% | 24% | 23% | 26% | 28% |
| | 3 | 69% | 67% | 58% | 54% | 56% | 56% |
| Gastroenterology | 1 | 10% | 12% | 7% | 14% | 14% | 11% |
| | 2 | 19% | 21% | 18% | 19% | 19% | 20% |
| | 3 | 66% | 65% | 63% | 48% | 45% | 40% |
| General Medicine | 1 | 68% | 72% | 57% | 64% | 59% | 61% |
| | 2 | 100% | 100% | 94% | 100% | 88% | 100% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| General Surgery | 1 | 70% | 67% | 43% | 54% | 55% | 55% |
| | 2 | 27% | 26% | 27% | 29% | 25% | 27% |
| | 3 | 53% | 53% | 55% | 43% | 40% | 35% |
| Gynaecology | 1 | 73% | 64% | 41% | 44% | 57% | 50% |
| | 2 | 64% | 63% | 62% | 63% | 59% | 57% |
| | 3 | 77% | 73% | 73% | 72% | 72% | 70% |
| Nephrology | 1 | 44% | 52% | 35% | 56% | 63% | 60% |
| | 2 | 73% | 83% | 73% | 50% | 50% | 56% |
| | 3 | - | - | - | - | - | - |
| Neurology | 1 | 30% | 37% | 22% | 33% | 49% | 35% |
| | 2 | 74% | 81% | 79% | 78% | 71% | 76% |
| | 3 | 64% | 67% | 70% | 57% | 57% | 75% |
| Neurosurgery | 1 | 65% | 51% | 31% | 43% | 41% | 42% |
| | 2 | 11% | 10% | 9% | 9% | 9% | 10% |
| | 3 | 81% | 76% | 74% | 71% | 66% | 60% |
| Ophthalmology | 1 | 52% | 66% | 51% | 63% | 62% | 42% |
| | 2 | 32% | 29% | 29% | 26% | 29% | 32% |
| | 3 | 39% | 40% | 40% | 41% | 41% | 40% |
| Orthopaedic | 1 | 87% | 92% | 86% | 90% | 89% | 83% |
| | 2 | 30% | 29% | 28% | 24% | 24% | 24% |
| | 3 | 60% | 58% | 56% | 54% | 52% | 49% |
| Pain Management | 1 | 48% | 43% | 32% | 46% | 50% | 41% |
| | 2 | 21% | 22% | 23% | 20% | 30% | 33% |
| | 3 | 3% | 4% | 4% | 3% | 3% | 8% |

| | | | | | | | |
|------------------------------------|---|------|------|------|------|------|------|
| Plastic and Reconstructive Surgery | 1 | 75% | 87% | 64% | 74% | 73% | 62% |
| | 2 | 57% | 75% | 83% | 81% | 70% | 80% |
| | 3 | 81% | 79% | 73% | 83% | 82% | 80% |
| Respiratory | 1 | 44% | 54% | 32% | 39% | 45% | 46% |
| | 2 | 39% | 35% | 31% | 26% | 23% | 26% |
| | 3 | 100% | 100% | 100% | 100% | 97% | 94% |
| Rheumatology | 1 | 7% | 2% | 2% | 7% | 1% | 7% |
| | 2 | 11% | 8% | 6% | 8% | 4% | 6% |
| | 3 | 31% | 29% | 28% | 25% | 21% | 24% |
| Urology | 1 | 71% | 55% | 43% | 62% | 52% | 58% |
| | 2 | 81% | 85% | 81% | 69% | 66% | 75% |
| | 3 | 72% | 68% | 66% | 74% | 73% | 74% |
| Vascular Surgery | 1 | 83% | 88% | 68% | 88% | 81% | 76% |
| | 2 | 93% | 89% | 93% | 91% | 92% | 98% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |

Table 10: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months - Gympie Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | 86% | 75% | 33% | 63% | 100% | 100% |
| | 2 | 50% | 100% | 100% | 100% | 100% | 100% |
| | 3 | 100% | 100% | 100% | 100% | 100% | - |
| Ear Nose and Throat | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Endocrinology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Gastroenterology | 1 | 33% | 33% | 43% | 50% | 17% | - |
| | 2 | 27% | 13% | 14% | - | 25% | 25% |
| | 3 | - | - | - | - | - | - |
| General Medicine | 1 | 83% | 80% | 50% | 75% | 50% | 43% |
| | 2 | 82% | 91% | 71% | 65% | 68% | 82% |
| | 3 | 100% | 100% | 100% | 100% | 100% | - |
| General Surgery | 1 | 83% | 100% | 100% | 83% | 67% | 75% |
| | 2 | 94% | 98% | 95% | 84% | 86% | 90% |
| | 3 | 99% | 99% | 100% | 100% | 100% | 99% |
| Gynaecology | 1 | 67% | 85% | 26% | 48% | 50% | 36% |
| | 2 | 34% | 41% | 31% | 38% | 34% | 36% |
| | 3 | 93% | 93% | 93% | 89% | 86% | 83% |
| Nephrology | 1 | 75% | - | 50% | 40% | 60% | 25% |
| | 2 | - | - | - | 67% | 50% | 67% |
| | 3 | - | 100% | 100% | 100% | - | - |
| Neurology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Orthopaedic | 1 | 50% | 95% | 100% | 92% | 94% | 75% |
| | 2 | 100% | 80% | 100% | 69% | 53% | 63% |
| | 3 | 70% | 67% | 64% | 68% | 68% | 62% |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|--|---|---|---|---|---|---|---|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Rheumatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Urology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

Table 11: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months - Hervey Bay Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | 57% | 54% | 80% | 82% | 71% | 78% |
| | 2 | 93% | 90% | 92% | 100% | 100% | 63% |
| | 3 | 100% | 100% | - | - | - | - |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | 67% | 75% | 100% | 86% | 29% | 50% |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ear Nose and Throat | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Endocrinology | 1 | - | - | - | - | - | - |
| | 2 | 64% | 58% | 40% | 13% | - | - |
| | 3 | 100% | 100% | 89% | 90% | 83% | 93% |
| Gastroenterology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| General Medicine | 1 | 86% | 78% | 65% | 71% | 75% | 50% |
| | 2 | 58% | 68% | 65% | 52% | 39% | 43% |
| | 3 | 72% | 72% | 67% | 63% | 68% | 65% |
| General Surgery | 1 | 85% | 86% | 79% | 78% | 83% | 83% |
| | 2 | 60% | 63% | 57% | 54% | 65% | 71% |
| | 3 | 36% | 35% | 34% | 36% | 42% | 41% |
| Gynaecology | 1 | 91% | 67% | 88% | 88% | 100% | 90% |
| | 2 | 90% | 93% | 96% | 88% | 85% | 88% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| Nephrology | 1 | 100% | 100% | 80% | 80% | 33% | 75% |
| | 2 | 94% | 100% | 76% | 65% | 73% | 63% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| Neurology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Orthopaedic | 1 | 50% | 60% | 100% | 80% | 75% | 78% |
| | 2 | 38% | 43% | 40% | 35% | 35% | 30% |
| | 3 | 59% | 53% | 49% | 42% | 46% | 41% |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|------------------------------------|---|-----|-----|-----|-----|-----|-----|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Rheumatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Urology | 1 | 12% | 19% | 10% | 23% | 12% | 13% |
| | 2 | 23% | 23% | 19% | 20% | 18% | 15% |
| | 3 | 64% | 71% | 70% | 75% | 82% | 88% |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

Table 12: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months -
Innisfail Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | - | - | - | - | 89% | 13% |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ear Nose and Throat | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Endocrinology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Gastroenterology | 1 | 22% | 13% | 6% | 6% | 6% | - |
| | 2 | 35% | 18% | 12% | 17% | 25% | 19% |
| | 3 | - | - | - | - | - | - |
| General Medicine | 1 | 50% | 50% | - | 100% | 75% | - |
| | 2 | 91% | 83% | 80% | 73% | 25% | 73% |
| | 3 | - | 100% | 100% | - | - | 100% |
| General Surgery | 1 | 60% | 60% | 48% | 34% | 50% | 50% |
| | 2 | 75% | 67% | 63% | 45% | 53% | 68% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| Gynaecology | 1 | - | 20% | - | 75% | 29% | 50% |
| | 2 | 57% | 63% | 71% | 54% | 30% | 54% |
| | 3 | 88% | 88% | 89% | 89% | 88% | 88% |
| Nephrology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Orthopaedic | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|--|---|---|------|---|---|---|---|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Rheumatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Urology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | 100% | - | - | - | - |
| | 3 | - | - | - | - | - | - |

Table 13: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months - Ipswich Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | 100% | 83% | 100% | 100% | 100% | 60% |
| | 2 | 76% | 72% | 64% | 69% | 64% | 67% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 95% |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | 80% | 27% | 100% | 92% | 61% | 80% |
| | 2 | 57% | 57% | 50% | 44% | 45% | 53% |
| | 3 | 100% | 100% | - | 100% | 100% | 100% |
| Ear Nose and Throat | 1 | 98% | 96% | 88% | 96% | 92% | 88% |
| | 2 | 50% | 47% | 54% | 37% | 33% | 33% |
| | 3 | 83% | 87% | 27% | 87% | 91% | 93% |
| Endocrinology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Gastroenterology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| General Medicine | 1 | 100% | 67% | 100% | 100% | 80% | 67% |
| | 2 | 85% | 88% | 75% | 71% | 67% | 66% |
| | 3 | 96% | 100% | 100% | 100% | 100% | 100% |
| General Surgery | 1 | 88% | 100% | 100% | 100% | 96% | 92% |
| | 2 | 58% | 61% | 67% | 51% | 51% | 53% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| Gynaecology | 1 | 79% | 90% | 85% | 87% | 86% | 81% |
| | 2 | 84% | 90% | 58% | 65% | 57% | 57% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| Nephrology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | - | 100% | - | - | - | 100% |
| | 2 | 18% | 16% | 56% | 11% | 11% | 11% |
| | 3 | 42% | 43% | - | 46% | 46% | 45% |
| Orthopaedic | 1 | 99% | 99% | 99% | 97% | 93% | 94% |
| | 2 | 66% | 63% | 70% | 43% | 41% | 41% |
| | 3 | 56% | 56% | 4% | 50% | 55% | 58% |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|------------------------------------|---|------|------|------|------|------|------|
| Plastic and Reconstructive Surgery | 1 | 79% | 71% | 59% | 53% | 86% | 77% |
| | 2 | 21% | 23% | 68% | 22% | 21% | 21% |
| | 3 | 89% | 94% | 86% | 95% | 94% | 95% |
| Respiratory | 1 | 100% | 67% | 83% | 89% | 100% | 100% |
| | 2 | 77% | 80% | 74% | 58% | 52% | 63% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 99% |
| Rheumatology | 1 | 83% | 67% | 100% | 100% | 92% | 89% |
| | 2 | 43% | 39% | 43% | 29% | 33% | 33% |
| | 3 | 50% | 64% | - | 69% | 72% | 61% |
| Urology | 1 | 83% | 88% | 100% | 100% | 100% | 78% |
| | 2 | 47% | 50% | 73% | 49% | 51% | 52% |
| | 3 | 42% | 42% | - | 43% | 43% | 42% |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

Table 14: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months - Kingaroy Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | 50% | 33% | - | - | 20% | - |
| | 2 | 41% | 48% | 29% | 10% | 11% | 7% |
| | 3 | 21% | 18% | 18% | 16% | 17% | 17% |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ear Nose and Throat | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Endocrinology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Gastroenterology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| General Medicine | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| General Surgery | 1 | - | - | - | - | 50% | 67% |
| | 2 | - | 50% | 50% | - | 57% | 50% |
| | 3 | 50% | 50% | 50% | 67% | 67% | 83% |
| Gynaecology | 1 | 13% | 4% | 4% | 13% | 27% | 21% |
| | 2 | 15% | 19% | 19% | 22% | 19% | 37% |
| | 3 | 47% | 47% | 59% | 64% | 61% | 47% |
| Nephrology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Orthopaedic | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|--|---|---|---|---|---|---|---|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Rheumatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Urology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

Table 15: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months - Logan Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | 73% | 67% | 56% | 67% | 81% | 60% |
| | 2 | 38% | 49% | 50% | 47% | 38% | 41% |
| | 3 | 30% | 60% | 68% | 71% | 65% | 53% |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | 25% | 80% | - | 50% | 33% | 50% |
| | 2 | 10% | 10% | 7% | 4% | 7% | 10% |
| | 3 | 21% | 20% | 23% | 31% | 39% | 38% |
| Ear Nose and Throat | 1 | 86% | 63% | 29% | 38% | 67% | 45% |
| | 2 | 39% | 49% | 58% | 49% | 20% | 16% |
| | 3 | 54% | 52% | 49% | 47% | 44% | 50% |
| Endocrinology | 1 | 80% | - | 36% | 60% | 50% | 44% |
| | 2 | 9% | 9% | 8% | 6% | 6% | 7% |
| | 3 | 33% | 40% | 44% | 45% | 46% | 43% |
| Gastroenterology | 1 | 57% | 73% | 43% | 56% | 49% | 44% |
| | 2 | 19% | 15% | 13% | 9% | 14% | 19% |
| | 3 | 25% | 35% | 35% | 33% | 31% | 28% |
| General Medicine | 1 | 77% | 70% | 23% | 26% | 31% | 22% |
| | 2 | 17% | 15% | 11% | 6% | 10% | 15% |
| | 3 | 27% | 38% | 43% | 47% | 52% | 50% |
| General Surgery | 1 | 82% | 89% | 100% | 66% | 91% | 56% |
| | 2 | 29% | 29% | 25% | 22% | 26% | 25% |
| | 3 | 41% | 41% | 42% | 43% | 40% | 40% |
| Gynaecology | 1 | 71% | 92% | 47% | 74% | 96% | 97% |
| | 2 | 91% | 94% | 78% | 76% | 63% | 54% |
| | 3 | 18% | 33% | 44% | 50% | 51% | 63% |
| Nephrology | 1 | 67% | 79% | 50% | 83% | 83% | 100% |
| | 2 | 63% | 63% | 54% | 56% | 75% | 70% |
| | 3 | 75% | 76% | 83% | 85% | 85% | 83% |
| Neurology | 1 | 100% | 100% | 50% | 100% | 92% | 7% |
| | 2 | 100% | 89% | 100% | 100% | 100% | 100% |
| | 3 | 43% | 43% | 44% | 43% | 40% | 38% |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Orthopaedic | 1 | 86% | 77% | 33% | 80% | 88% | 88% |
| | 2 | 25% | 28% | 24% | 21% | 17% | 20% |
| | 3 | 39% | 41% | 43% | 43% | 45% | 45% |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|------------------------------------|---|------|------|-----|-----|-----|-----|
| Plastic and Reconstructive Surgery | 1 | 100% | - | - | - | - | - |
| | 2 | 88% | 88% | 73% | 41% | 67% | 44% |
| | 3 | 40% | 39% | 41% | 38% | 38% | 36% |
| Respiratory | 1 | 64% | 100% | 50% | 33% | 58% | 71% |
| | 2 | 17% | 13% | 10% | 10% | 10% | 11% |
| | 3 | 37% | 37% | 40% | 39% | 38% | 37% |
| Rheumatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Urology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

Table 16: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months - Mackay Base Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | 17% | 40% | 44% |
| | 2 | 100% | 100% | - | 100% | - | 100% |
| | 3 | 100% | 100% | 100% | - | - | - |
| Cardiology | 1 | 98% | 70% | 26% | 63% | 67% | 54% |
| | 2 | 70% | 68% | 59% | 54% | 48% | 47% |
| | 3 | 100% | 100% | 100% | 100% | 75% | 75% |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | 67% | 60% | 11% | 27% | 42% | 33% |
| | 2 | 100% | 94% | 63% | 61% | 63% | 73% |
| | 3 | 100% | 92% | 100% | 100% | 64% | 46% |
| Ear Nose and Throat | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Endocrinology | 1 | - | - | 100% | - | 80% | 46% |
| | 2 | 100% | 100% | 79% | 75% | 60% | 59% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| Gastroenterology | 1 | - | - | - | - | 100% | 100% |
| | 2 | 100% | 100% | 100% | 100% | 88% | 86% |
| | 3 | - | - | - | - | - | 100% |
| General Medicine | 1 | 89% | 60% | 74% | 57% | 74% | 65% |
| | 2 | 37% | 40% | 34% | 31% | 34% | 38% |
| | 3 | 93% | 91% | 77% | 86% | 93% | 88% |
| General Surgery | 1 | 95% | 92% | 83% | 92% | 86% | 86% |
| | 2 | 96% | 98% | 99% | 98% | 99% | 99% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| Gynaecology | 1 | 100% | 100% | 100% | 75% | 100% | 92% |
| | 2 | 96% | 95% | 92% | 92% | 95% | 97% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| Nephrology | 1 | 100% | 100% | 75% | 43% | 50% | - |
| | 2 | 52% | 59% | 55% | 41% | 35% | 28% |
| | 3 | 57% | 55% | 55% | 57% | 60% | 62% |
| Neurology | 1 | 40% | 39% | 5% | 31% | 92% | 56% |
| | 2 | 95% | 85% | 66% | 55% | 48% | 54% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| Neurosurgery | 1 | 44% | 65% | 62% | 80% | 93% | 65% |
| | 2 | 16% | 16% | 16% | 15% | 13% | 18% |
| | 3 | 32% | 33% | 34% | 35% | 40% | 38% |
| Ophthalmology | 1 | - | 50% | - | 100% | - | - |
| | 2 | 14% | 14% | 10% | 6% | 2% | - |
| | 3 | 49% | 45% | 46% | 45% | 40% | 38% |
| Orthopaedic | 1 | 93% | 87% | 67% | 83% | 87% | 84% |
| | 2 | 31% | 27% | 24% | 18% | 21% | 19% |
| | 3 | 22% | 26% | 42% | 45% | 39% | 41% |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|------------------------------------|---|------|------|------|------|------|------|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | 88% | 86% | 44% | 53% | 56% | 53% |
| | 2 | 80% | 67% | 53% | 53% | 50% | 66% |
| | 3 | 98% | 96% | 91% | 90% | 92% | 90% |
| Rheumatology | 1 | 80% | 80% | 50% | 100% | 50% | 67% |
| | 2 | 100% | 94% | 88% | 79% | 62% | 54% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| Urology | 1 | 89% | 100% | 84% | 90% | 73% | 41% |
| | 2 | 41% | 42% | 37% | 40% | 35% | 36% |
| | 3 | 81% | 74% | 71% | 68% | 73% | 68% |
| Vascular Surgery | 1 | 58% | 50% | 25% | 33% | 58% | 44% |
| | 2 | 46% | 37% | 24% | 20% | 22% | 22% |
| | 3 | 64% | 76% | 74% | 75% | 76% | 70% |

Table 17: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months - Maryborough Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | 29% | 26% | 16% | 10% | 13% | 12% |
| | 2 | 25% | 50% | 44% | - | 29% | 25% |
| | 3 | - | - | - | - | - | - |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ear Nose and Throat | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Endocrinology | 1 | - | - | - | - | - | - |
| | 2 | 50% | 73% | 44% | 43% | 17% | - |
| | 3 | 83% | 100% | 100% | 100% | 100% | 100% |
| Gastroenterology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| General Medicine | 1 | 83% | 100% | - | 80% | 60% | 75% |
| | 2 | 42% | 47% | 49% | 38% | 29% | 44% |
| | 3 | 66% | 64% | 51% | 55% | 63% | 80% |
| General Surgery | 1 | 89% | 86% | 89% | 77% | 100% | 83% |
| | 2 | 74% | 72% | 53% | 47% | 58% | 53% |
| | 3 | 41% | 47% | 47% | 45% | 43% | 41% |
| Gynaecology | 1 | 100% | 80% | 100% | 83% | 100% | 100% |
| | 2 | 93% | 91% | 93% | 88% | 81% | 84% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| Nephrology | 1 | - | - | 100% | - | 50% | - |
| | 2 | 67% | 67% | 88% | 92% | 67% | 36% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| Neurology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Orthopaedic | 1 | - | 100% | 100% | 86% | 100% | - |
| | 2 | 36% | 41% | 38% | 35% | 28% | 29% |
| | 3 | 62% | 57% | 57% | 53% | 52% | 47% |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|------------------------------------|---|-----|-----|-----|-----|-----|-----|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Rheumatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Urology | 1 | 9% | 14% | 19% | 15% | 27% | 16% |
| | 2 | 23% | 25% | 21% | 14% | 7% | 8% |
| | 3 | 45% | 39% | 39% | 41% | 41% | 38% |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

Table 18: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months - Mount Isa Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | 10% | 22% | 23% | 22% | 22% | 21% |
| | 2 | 20% | 20% | 9% | 8% | 3% | 9% |
| | 3 | 42% | 38% | 34% | 33% | 29% | 23% |
| Dermatology | 1 | - | 29% | - | 5% | 6% | 9% |
| | 2 | 26% | 16% | 10% | 9% | 6% | 11% |
| | 3 | 76% | 77% | 77% | 63% | 49% | 41% |
| Diabetes | 1 | 22% | 33% | 18% | 25% | 14% | 36% |
| | 2 | 67% | 50% | 67% | 67% | 67% | 100% |
| | 3 | 100% | 100% | 100% | - | - | 100% |
| Ear Nose and Throat | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Endocrinology | 1 | - | 11% | - | - | 80% | - |
| | 2 | 27% | 14% | 7% | - | 23% | 18% |
| | 3 | 33% | 33% | 33% | 33% | 40% | - |
| Gastroenterology | 1 | 17% | 2% | - | - | - | 2% |
| | 2 | 9% | 10% | 10% | 7% | 2% | - |
| | 3 | 17% | 16% | 16% | 16% | 12% | 11% |
| General Medicine | 1 | 71% | 71% | 29% | 62% | 53% | 41% |
| | 2 | 78% | 76% | 68% | 66% | 66% | 78% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| General Surgery | 1 | 67% | 73% | 57% | 44% | 60% | 67% |
| | 2 | 96% | 89% | 82% | 81% | 80% | 92% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| Gynaecology | 1 | 56% | 57% | 36% | 38% | 47% | - |
| | 2 | 70% | 75% | 65% | 59% | 52% | 63% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| Nephrology | 1 | 75% | 57% | 17% | 43% | 38% | 78% |
| | 2 | 56% | 50% | 50% | 50% | 33% | - |
| | 3 | - | - | - | - | - | - |
| Neurology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | 15% | 16% | 14% | 13% | 6% | 15% |
| | 2 | 17% | 17% | 19% | 16% | 13% | 16% |
| | 3 | 71% | 68% | 63% | 61% | 60% | 61% |
| Orthopaedic | 1 | 77% | 84% | 56% | 68% | 81% | 96% |
| | 2 | 98% | 97% | 96% | 91% | 93% | 100% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|------------------------------------|---|------|------|-----|-----|-----|-----|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | 38% | 15% | 8% | - | - | - |
| | 3 | 8% | 8% | 8% | 8% | - | - |
| Respiratory | 1 | - | 67% | - | 25% | 50% | - |
| | 2 | - | - | - | - | - | - |
| | 3 | 33% | - | - | - | - | - |
| Rheumatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | 100% | 100% | - | - | - | - |
| Urology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | 50% | 29% | - | - | - |
| | 3 | 90% | 95% | 95% | 80% | 47% | 48% |

Table 19: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months - Nambour Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | 100% | 80% | - | 90% | 63% | 100% |
| | 2 | 100% | 100% | 100% | 100% | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | 64% | 56% | 45% | 35% | 65% | 64% |
| | 2 | 3% | 30% | 37% | 34% | 22% | 19% |
| | 3 | - | - | - | 5% | 6% | 6% |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | 81% | 66% | 64% | 68% | 79% | 59% |
| | 2 | 57% | 54% | 63% | 62% | 85% | 89% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| Ear Nose and Throat | 1 | 73% | 100% | 100% | 100% | 100% | 100% |
| | 2 | 59% | 60% | 60% | 39% | 66% | 74% |
| | 3 | 100% | 100% | 91% | 87% | 83% | 77% |
| Endocrinology | 1 | 72% | 67% | 55% | 79% | 68% | 73% |
| | 2 | 42% | 49% | 58% | 69% | 68% | 83% |
| | 3 | 20% | 33% | 33% | 40% | 50% | 50% |
| Gastroenterology | 1 | 60% | 51% | 43% | 45% | 54% | 59% |
| | 2 | 6% | 5% | 5% | 7% | 9% | 11% |
| | 3 | - | - | 100% | - | - | - |
| General Medicine | 1 | 62% | 40% | 37% | 36% | 81% | 67% |
| | 2 | 64% | 60% | 43% | 21% | 88% | 80% |
| | 3 | 67% | 67% | 50% | 67% | 100% | 100% |
| General Surgery | 1 | 91% | 91% | 80% | 89% | 89% | 86% |
| | 2 | 54% | 50% | 52% | 44% | 47% | 44% |
| | 3 | 62% | 60% | 61% | 58% | 60% | 62% |
| Gynaecology | 1 | 95% | 88% | 84% | 79% | 84% | 85% |
| | 2 | 76% | 74% | 68% | 63% | 70% | 72% |
| | 3 | 81% | 76% | 74% | 70% | 70% | 66% |
| Nephrology | 1 | 100% | 67% | 100% | 100% | 100% | 33% |
| | 2 | 94% | 84% | 67% | 63% | 63% | 69% |
| | 3 | 100% | 98% | 99% | 99% | 91% | 86% |
| Neurology | 1 | 100% | 100% | 100% | 100% | 100% | - |
| | 2 | 60% | 56% | 50% | 48% | 38% | 34% |
| | 3 | - | - | - | - | 25% | 25% |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Orthopaedic | 1 | 95% | 98% | 97% | 97% | 99% | 93% |
| | 2 | 27% | 29% | 27% | 23% | 22% | 22% |
| | 3 | 73% | 74% | 76% | 79% | 80% | 81% |
| Pain Management | 1 | 43% | 17% | 33% | 100% | 75% | 88% |
| | 2 | 55% | 67% | 55% | 43% | 50% | 100% |
| | 3 | 76% | 80% | 88% | 90% | 95% | 97% |

| | | | | | | | |
|------------------------------------|---|------|------|------|------|------|------|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | 59% | 76% | 75% | 50% | 70% | 89% |
| | 2 | 26% | 28% | 30% | 26% | 20% | 16% |
| | 3 | 13% | 13% | 17% | 8% | 5% | 5% |
| Rheumatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Urology | 1 | 79% | 94% | 77% | 88% | 76% | 88% |
| | 2 | 26% | 22% | 20% | 20% | 18% | 19% |
| | 3 | 29% | 27% | 28% | 27% | 24% | 23% |
| Vascular Surgery | 1 | 92% | 92% | 50% | 100% | 100% | 88% |
| | 2 | 100% | 91% | 100% | 100% | 100% | 100% |
| | 3 | 100% | 100% | 80% | 100% | 100% | 100% |

Table 20: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months - Queen Elizabeth II Jubilee Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | - | - | - | - | - | - |
| | 2 | 93% | 84% | 76% | 84% | 85% | 89% |
| | 3 | - | - | - | - | - | - |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ear Nose and Throat | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Endocrinology | 1 | 33% | - | 25% | 40% | 75% | 33% |
| | 2 | 61% | 63% | 67% | 77% | 80% | 75% |
| | 3 | 80% | 80% | 80% | 75% | 75% | 80% |
| Gastroenterology | 1 | 24% | 48% | 19% | 27% | 39% | 30% |
| | 2 | 11% | 12% | 12% | 18% | 18% | 18% |
| | 3 | 18% | 16% | 18% | 18% | 33% | 33% |
| General Medicine | 1 | 50% | 25% | 63% | 25% | 44% | 77% |
| | 2 | 95% | 94% | 95% | 89% | 88% | 87% |
| | 3 | 100% | 89% | 92% | 100% | 100% | 100% |
| General Surgery | 1 | 82% | 81% | 77% | 57% | 81% | 84% |
| | 2 | 79% | 70% | 85% | 66% | 66% | 63% |
| | 3 | 98% | 95% | 97% | 98% | 98% | 98% |
| Gynaecology | 1 | 67% | 77% | 46% | 73% | 79% | 64% |
| | 2 | 91% | 88% | 87% | 82% | 83% | 80% |
| | 3 | 67% | 56% | 55% | 58% | 68% | 71% |
| Nephrology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurology | 1 | 50% | 100% | - | 50% | 100% | - |
| | 2 | 56% | 48% | 32% | 33% | 24% | 17% |
| | 3 | 94% | 92% | 94% | 94% | 96% | 96% |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | - | 100% | - | - | - | - |
| | 2 | 60% | 67% | 71% | 83% | 60% | 67% |
| | 3 | 43% | 43% | 42% | 45% | 50% | 49% |
| Orthopaedic | 1 | 45% | 14% | 33% | 43% | 29% | 38% |
| | 2 | 58% | 70% | 69% | 81% | 81% | 78% |
| | 3 | 47% | 48% | 47% | 46% | 54% | 54% |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|------------------------------------|---|------|------|------|------|-----|-----|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | 67% | 67% | 42% | 46% | 56% | 45% |
| | 2 | 74% | 69% | 64% | 58% | 58% | 64% |
| | 3 | 100% | 100% | 100% | 100% | - | - |
| Rheumatology | 1 | 31% | 33% | 27% | 29% | 44% | 17% |
| | 2 | 40% | 44% | 31% | 37% | 39% | 45% |
| | 3 | 71% | 81% | 75% | 75% | 75% | 77% |
| Urology | 1 | 68% | 67% | 39% | 51% | 50% | 53% |
| | 2 | 21% | 24% | 24% | 31% | 30% | 31% |
| | 3 | 23% | 26% | 27% | 50% | 42% | 43% |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

Table 21: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months - Redcliffe Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | 100% | 50% | 33% | 71% | 60% | 14% |
| | 2 | 46% | 46% | 43% | 43% | 26% | 39% |
| | 3 | 70% | 69% | 63% | 61% | 57% | 53% |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ear Nose and Throat | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Endocrinology | 1 | 100% | 75% | 67% | 50% | 40% | 60% |
| | 2 | 100% | 100% | 100% | 100% | 89% | 88% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| Gastroenterology | 1 | - | - | - | - | 100% | 88% |
| | 2 | - | - | - | - | - | 79% |
| | 3 | 9% | 5% | 4% | 0% | - | 1% |
| General Medicine | 1 | 82% | 85% | 70% | 74% | 90% | 75% |
| | 2 | 93% | 92% | 85% | 71% | 73% | 89% |
| | 3 | 88% | 88% | 89% | 91% | 92% | 100% |
| General Surgery | 1 | 81% | 90% | 70% | 86% | 86% | 82% |
| | 2 | 46% | 46% | 42% | 47% | 41% | 49% |
| | 3 | 88% | 89% | 93% | 95% | 97% | 97% |
| Gynaecology | 1 | 78% | 94% | 92% | 93% | 71% | 92% |
| | 2 | 62% | 63% | 61% | 60% | 45% | 46% |
| | 3 | 92% | 92% | 88% | 83% | 80% | 78% |
| Nephrology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurology | 1 | 25% | 75% | - | 75% | 90% | 54% |
| | 2 | 95% | 91% | 88% | 88% | 94% | 85% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Orthopaedic | 1 | 70% | 81% | 79% | 68% | 64% | 56% |
| | 2 | 10% | 10% | 10% | 8% | 12% | 15% |
| | 3 | 45% | 49% | 51% | 51% | 54% | 62% |
| Pain Management | 1 | 67% | 100% | 100% | - | 50% | 40% |
| | 2 | 25% | 21% | 19% | 13% | 20% | 20% |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|------------------------------------|---|------|------|------|------|------|------|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | 60% | 50% | 75% | 11% | 50% | 50% |
| | 2 | 15% | 15% | 15% | 23% | 44% | 44% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| Rheumatology | 1 | 71% | 75% | 60% | 56% | 46% | 57% |
| | 2 | 84% | 85% | 65% | 60% | 55% | 51% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 83% |
| Urology | 1 | 41% | 27% | 15% | 18% | 29% | 29% |
| | 2 | 15% | 16% | 16% | 13% | 11% | 12% |
| | 3 | 49% | 47% | 48% | 44% | 43% | 41% |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

Table 22: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months - Redland Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | 89% | 80% | 50% | 100% | 100% | 100% |
| | 2 | 39% | 35% | 30% | 28% | 28% | 32% |
| | 3 | 100% | 100% | 75% | 55% | 55% | 50% |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | 100% | 91% | - | 57% | 60% | 60% |
| | 2 | 55% | 66% | 62% | 34% | 33% | 32% |
| | 3 | 100% | 100% | 87% | 82% | 82% | 65% |
| Ear Nose and Throat | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Endocrinology | 1 | 33% | 50% | - | 78% | 89% | 80% |
| | 2 | 100% | 96% | 73% | 62% | 63% | 59% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| Gastroenterology | 1 | 79% | 80% | 90% | 80% | 80% | 65% |
| | 2 | 71% | 77% | 80% | 59% | 46% | 57% |
| | 3 | 75% | 76% | 82% | 88% | 90% | 96% |
| General Medicine | 1 | 90% | 100% | 50% | 60% | 57% | 83% |
| | 2 | 100% | 94% | 88% | 85% | 68% | 69% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 96% |
| General Surgery | 1 | 84% | 88% | 67% | 93% | 92% | 9% |
| | 2 | 54% | 60% | 69% | 71% | 72% | 74% |
| | 3 | 98% | 95% | 97% | 98% | 97% | 97% |
| Gynaecology | 1 | 59% | 73% | 61% | 67% | 71% | 56% |
| | 2 | 68% | 77% | 63% | 59% | 56% | 63% |
| | 3 | 98% | 98% | 99% | 99% | 100% | 100% |
| Nephrology | 1 | - | - | - | 100% | - | 75% |
| | 2 | 100% | 83% | 75% | 82% | 79% | 80% |
| | 3 | 94% | 100% | 100% | 100% | 100% | 100% |
| Neurology | 1 | - | 67% | 50% | - | - | - |
| | 2 | 100% | 100% | 100% | 75% | 94% | 91% |
| | 3 | 100% | 96% | 94% | 92% | 82% | 78% |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Orthopaedic | 1 | 100% | 97% | 94% | 84% | 63% | 60% |
| | 2 | 26% | 22% | 21% | 16% | 19% | 18% |
| | 3 | 21% | 24% | 25% | 25% | 25% | 25% |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|------------------------------------|---|------|------|-----|-----|-----|-----|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | 100% | 100% | 60% | 67% | - | - |
| | 2 | 63% | 63% | 58% | 45% | 50% | 50% |
| | 3 | 68% | 67% | 65% | 67% | 63% | 56% |
| Rheumatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Urology | 1 | 38% | 43% | 23% | 50% | 29% | 50% |
| | 2 | 21% | 26% | 28% | 23% | 15% | 17% |
| | 3 | 28% | 28% | 29% | 29% | 29% | 27% |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

Table 23: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months - Rockhampton Base Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | 20% | 18% | 10% | 14% | 14% | 20% |
| | 2 | 74% | 49% | 41% | 17% | 11% | 10% |
| | 3 | 70% | 72% | 64% | 79% | 72% | 76% |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | - | 67% | - | 100% | 67% | 50% |
| | 2 | 65% | 40% | 27% | 76% | 82% | 67% |
| | 3 | - | - | - | - | - | - |
| Ear Nose and Throat | 1 | 74% | 54% | 59% | 63% | 67% | 52% |
| | 2 | 69% | 78% | 67% | 47% | 50% | 51% |
| | 3 | 60% | 79% | 74% | 88% | 87% | 87% |
| Endocrinology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | 100% | 100% | - | 100% | 100% | 100% |
| Gastroenterology | 1 | - | - | - | - | - | - |
| | 2 | 100% | 100% | - | 67% | 50% | - |
| | 3 | 100% | 75% | 100% | 100% | 100% | 100% |
| General Medicine | 1 | 52% | 33% | 25% | 55% | 60% | 42% |
| | 2 | 50% | 47% | 39% | 35% | 30% | 35% |
| | 3 | 83% | 88% | 88% | 100% | 87% | 67% |
| General Surgery | 1 | 72% | 72% | 35% | 73% | 60% | 69% |
| | 2 | 51% | 67% | 49% | 26% | 26% | 30% |
| | 3 | 46% | 70% | 72% | 44% | 45% | 42% |
| Gynaecology | 1 | 46% | 50% | 45% | 60% | 53% | 81% |
| | 2 | 45% | 42% | 40% | 41% | 42% | 42% |
| | 3 | 96% | 94% | 98% | 98% | 96% | 90% |
| Nephrology | 1 | 13% | 11% | 9% | 10% | 28% | - |
| | 2 | 15% | 21% | 30% | 35% | 33% | 37% |
| | 3 | 33% | 36% | 50% | 48% | 52% | 50% |
| Neurology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurosurgery | 1 | 12% | 22% | 52% | 24% | 21% | - |
| | 2 | 12% | 9% | 8% | 10% | 13% | 9% |
| | 3 | 34% | 49% | 40% | 41% | 43% | 42% |
| Ophthalmology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Orthopaedic | 1 | 62% | 86% | 82% | 77% | 88% | 83% |
| | 2 | 19% | 17% | 16% | 15% | 17% | 19% |
| | 3 | 52% | 59% | 57% | 60% | 64% | 63% |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|------------------------------------|---|-----|------|------|------|------|------|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | 50% | 50% | 14% | 57% | 83% | 67% |
| | 2 | 33% | 56% | 80% | 39% | 19% | 21% |
| | 3 | 89% | 100% | 100% | 100% | 100% | 100% |
| Rheumatology | 1 | 19% | 23% | 23% | 63% | 71% | 43% |
| | 2 | 16% | 21% | 31% | 26% | 24% | 19% |
| | 3 | - | - | - | - | 50% | 50% |
| Urology | 1 | 60% | 48% | 22% | 51% | 48% | 43% |
| | 2 | 40% | 33% | 29% | 30% | 27% | 35% |
| | 3 | 48% | 56% | 50% | 57% | 57% | 67% |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

Table 24: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months - Royal Children's Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | - | 100% | 100% | 50% | - | 67% |
| | 2 | 79% | 63% | 67% | 69% | 58% | 69% |
| | 3 | 96% | 94% | 93% | 91% | 94% | 94% |
| Dermatology | 1 | 22% | 81% | 50% | 60% | 58% | 67% |
| | 2 | 82% | 79% | 80% | 80% | 75% | 81% |
| | 3 | 89% | 86% | 94% | 92% | 100% | 100% |
| Diabetes | 1 | - | 100% | 100% | 100% | 100% | 100% |
| | 2 | 75% | 63% | 40% | 71% | 56% | 25% |
| | 3 | 100% | - | - | - | - | - |
| Ear Nose and Throat | 1 | 62% | 64% | 40% | 56% | 61% | 75% |
| | 2 | 30% | 33% | 24% | 14% | 12% | 15% |
| | 3 | 40% | 49% | 52% | 57% | 63% | 67% |
| Endocrinology | 1 | 56% | 65% | 25% | 63% | 83% | 75% |
| | 2 | 79% | 84% | 65% | 69% | 70% | 76% |
| | 3 | 89% | 88% | 87% | 90% | 100% | 96% |
| Gastroenterology | 1 | 33% | 83% | 50% | 67% | 60% | 92% |
| | 2 | 45% | 49% | 44% | 42% | 47% | 54% |
| | 3 | 86% | 84% | 85% | 86% | 86% | 83% |
| General Medicine | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| General Surgery | 1 | 100% | - | - | - | - | - |
| | 2 | 100% | 67% | 33% | - | - | - |
| | 3 | 89% | 83% | 80% | 100% | 100% | - |
| Gynaecology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Nephrology | 1 | 50% | 100% | 50% | 100% | 100% | - |
| | 2 | 83% | 78% | 61% | 71% | 61% | 67% |
| | 3 | 94% | 85% | 92% | 83% | 100% | 83% |
| Neurology | 1 | 43% | 60% | 50% | 75% | 80% | 80% |
| | 2 | 39% | 41% | 36% | 43% | 40% | 46% |
| | 3 | 83% | 83% | 76% | 82% | 91% | 86% |
| Neurosurgery | 1 | 42% | 54% | 27% | 50% | 25% | 40% |
| | 2 | 82% | 81% | 80% | 70% | 72% | 54% |
| | 3 | 87% | 82% | 83% | 88% | 87% | 75% |
| Ophthalmology | 1 | 43% | 48% | 41% | 42% | 59% | 52% |
| | 2 | 37% | 38% | 35% | 32% | 34% | 36% |
| | 3 | 87% | 91% | 90% | 91% | 94% | 90% |
| Orthopaedic | 1 | 78% | 92% | 83% | 76% | 90% | 79% |
| | 2 | 31% | 35% | 31% | 31% | 31% | 36% |
| | 3 | 82% | 83% | 86% | 88% | 90% | 91% |
| Pain Management | 1 | 67% | 100% | 100% | 100% | 100% | 67% |
| | 2 | 100% | 100% | 100% | 100% | 78% | 75% |
| | 3 | 60% | - | 100% | 100% | 100% | 100% |

| | | | | | | | |
|------------------------------------|---|------|------|------|------|-----|-----|
| Plastic and Reconstructive Surgery | 1 | 67% | 100% | 88% | 20% | 25% | 33% |
| | 2 | 82% | 79% | 80% | 73% | 58% | 64% |
| | 3 | 65% | 62% | 60% | 62% | 67% | 69% |
| Respiratory | 1 | 34% | 46% | 34% | 59% | 59% | 50% |
| | 2 | 66% | 53% | 50% | 60% | 60% | 63% |
| | 3 | 53% | 50% | 44% | 83% | 90% | 80% |
| Rheumatology | 1 | 57% | 67% | 75% | 71% | 88% | 67% |
| | 2 | 100% | 83% | 67% | 100% | 50% | 50% |
| | 3 | 100% | 100% | 100% | - | - | - |
| Urology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Vascular Surgery | 1 | - | 75% | 50% | 25% | 50% | 9% |
| | 2 | 92% | 90% | 100% | 82% | 79% | 55% |
| | 3 | 100% | 50% | 50% | 50% | 50% | 75% |

Table 25: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months -
The Prince Charles Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | 73% | 88% | 52% | 67% | 56% | 45% |
| | 2 | 81% | 84% | 82% | 74% | 59% | 59% |
| | 3 | 61% | 65% | 81% | 78% | 83% | 83% |
| Cardiology | 1 | 32% | 41% | 38% | 31% | 29% | 26% |
| | 2 | 54% | 53% | 50% | 44% | 43% | 48% |
| | 3 | 76% | 74% | 74% | 72% | 70% | 73% |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ear Nose and Throat | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Endocrinology | 1 | 50% | - | 20% | 56% | 31% | 17% |
| | 2 | 65% | 79% | 67% | 58% | 53% | 62% |
| | 3 | 100% | 100% | 100% | 100% | - | 50% |
| Gastroenterology | 1 | 30% | 47% | 25% | 48% | 57% | 24% |
| | 2 | 34% | 46% | 44% | 50% | 61% | 63% |
| | 3 | 95% | 95% | 94% | 96% | 98% | 99% |
| General Medicine | 1 | 100% | - | 100% | - | 100% | 50% |
| | 2 | 100% | 100% | 87% | 83% | 63% | 86% |
| | 3 | - | - | 100% | 100% | 100% | 100% |
| General Surgery | 1 | 72% | 80% | 61% | 67% | 67% | 69% |
| | 2 | 98% | 93% | 90% | 92% | 91% | 92% |
| | 3 | 100% | 97% | 98% | 98% | 100% | 100% |
| Gynaecology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Nephrology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurology | 1 | 60% | 54% | 19% | 53% | 50% | 50% |
| | 2 | 26% | 29% | 24% | 20% | 18% | 19% |
| | 3 | 50% | 43% | 41% | 38% | 36% | 40% |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Orthopaedic | 1 | 40% | 54% | 33% | 33% | 33% | 33% |
| | 2 | 36% | 34% | 28% | 26% | 23% | 27% |
| | 3 | 39% | 40% | 37% | 39% | 45% | 50% |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|------------------------------------|---|------|------|------|------|------|------|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | 64% | 59% | 29% | 31% | 37% | 34% |
| | 2 | 58% | 64% | 64% | 63% | 54% | 53% |
| | 3 | 93% | 96% | 81% | 88% | 98% | 86% |
| Rheumatology | 1 | - | 100% | - | - | - | - |
| | 2 | 100% | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Urology | 1 | 29% | 81% | 38% | 62% | 69% | 48% |
| | 2 | 78% | 93% | 96% | 98% | 70% | 56% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| Vascular Surgery | 1 | 100% | 60% | - | 80% | 71% | 46% |
| | 2 | 97% | 100% | 100% | 90% | 89% | 96% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |

Table 26: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months - Toowoomba Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | 52% | 42% | 42% | 67% | 88% | 58% |
| | 2 | 63% | 79% | 75% | 78% | 86% | 86% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | - | - | - | - | - | - |
| | 2 | - | 100% | 100% | 100% | - | - |
| | 3 | - | - | - | - | - | - |
| Ear Nose and Throat | 1 | 71% | 69% | 61% | 50% | 52% | 53% |
| | 2 | 9% | 8% | 8% | 6% | 6% | 7% |
| | 3 | 13% | 14% | 14% | 13% | 12% | 12% |
| Endocrinology | 1 | - | - | - | 50% | 67% | 40% |
| | 2 | 22% | 17% | 17% | 13% | 38% | 41% |
| | 3 | 100% | 100% | 100% | 86% | 83% | 84% |
| Gastroenterology | 1 | 100% | 100% | - | 88% | 100% | 78% |
| | 2 | 78% | 77% | 100% | 60% | 67% | 93% |
| | 3 | - | 100% | 100% | - | - | - |
| General Medicine | 1 | 38% | 87% | 27% | 43% | 93% | 76% |
| | 2 | 72% | 62% | 51% | 47% | 46% | 44% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 87% |
| General Surgery | 1 | 85% | 71% | 22% | 55% | 58% | 59% |
| | 2 | 19% | 21% | 16% | 16% | 16% | 17% |
| | 3 | 46% | 44% | 44% | 41% | 39% | 36% |
| Gynaecology | 1 | 75% | 52% | 50% | 79% | 40% | 57% |
| | 2 | 27% | 24% | 23% | 18% | 14% | 18% |
| | 3 | 74% | 81% | 90% | 91% | 95% | 94% |
| Nephrology | 1 | 100% | 100% | 10% | 46% | 64% | 50% |
| | 2 | 42% | 35% | 25% | 29% | 25% | 21% |
| | 3 | 25% | 34% | 30% | 26% | 19% | 19% |
| Neurology | 1 | 100% | 100% | - | 100% | 50% | 75% |
| | 2 | 25% | 40% | 39% | 42% | 30% | 58% |
| | 3 | 42% | 43% | 38% | 38% | 33% | 30% |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | - | - | - | - | 100% | - |
| | 2 | 71% | 93% | 75% | 50% | 27% | 50% |
| | 3 | 32% | 31% | 31% | 29% | 30% | 31% |
| Orthopaedic | 1 | 92% | 92% | 81% | 89% | 95% | 95% |
| | 2 | 82% | 86% | 90% | 91% | 98% | 97% |
| | 3 | 57% | 66% | 64% | 64% | 64% | 61% |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|------------------------------------|---|------|-----|-----|-----|-----|-----|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | 71% | 75% | 60% | 75% | 58% | 38% |
| | 2 | 54% | 39% | 27% | 18% | 31% | 23% |
| | 3 | 100% | 94% | 95% | 94% | 98% | 81% |
| Rheumatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Urology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

Table 27: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months - Townsville Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | 83% | 80% | 83% | 100% | 80% | 92% |
| | 2 | 95% | 99% | 95% | 93% | 90% | 75% |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | 24% | 22% | 18% | 21% | 25% | 25% |
| | 2 | 20% | 21% | 22% | 20% | 22% | 25% |
| | 3 | 70% | 72% | 65% | 64% | 62% | 61% |
| Dermatology | 1 | 29% | 60% | - | - | 55% | 45% |
| | 2 | 95% | 96% | 87% | 43% | 49% | 50% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| Diabetes | 1 | 16% | 5% | 10% | 9% | 14% | 21% |
| | 2 | 40% | 27% | 6% | 18% | 18% | 21% |
| | 3 | 43% | 32% | 29% | 33% | 32% | 29% |
| Ear Nose and Throat | 1 | 57% | 54% | 56% | 60% | 68% | 60% |
| | 2 | 18% | 16% | 15% | 11% | 10% | 11% |
| | 3 | 20% | 18% | 17% | 18% | 19% | 20% |
| Endocrinology | 1 | 15% | 5% | 12% | 9% | 14% | 17% |
| | 2 | 17% | 13% | 7% | 7% | 8% | 5% |
| | 3 | 44% | 33% | 28% | 27% | 19% | 19% |
| Gastroenterology | 1 | 48% | 85% | 35% | 67% | 67% | 52% |
| | 2 | 87% | 96% | 92% | 89% | 76% | 76% |
| | 3 | 96% | 88% | 84% | 80% | 75% | 75% |
| General Medicine | 1 | 17% | 29% | 20% | 67% | 57% | 50% |
| | 2 | 52% | 100% | 100% | 75% | 67% | 75% |
| | 3 | 52% | 38% | 75% | 67% | 67% | 50% |
| General Surgery | 1 | 74% | 73% | 68% | 71% | 77% | 65% |
| | 2 | 18% | 20% | 21% | 21% | 20% | 19% |
| | 3 | 74% | 74% | 74% | 69% | 66% | 66% |
| Gynaecology | 1 | 39% | 44% | 41% | 45% | 50% | 66% |
| | 2 | 76% | 78% | 78% | 62% | 68% | 50% |
| | 3 | 92% | 92% | 95% | 94% | 95% | 95% |
| Nephrology | 1 | 64% | 67% | 40% | 100% | 60% | 70% |
| | 2 | 79% | 82% | 85% | 69% | 69% | 81% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| Neurology | 1 | 51% | 47% | 39% | 52% | 42% | 40% |
| | 2 | 45% | 40% | 30% | 28% | 38% | 53% |
| | 3 | 62% | 54% | 45% | 41% | 38% | 32% |
| Neurosurgery | 1 | 38% | 31% | 19% | 18% | 36% | 50% |
| | 2 | 14% | 11% | 11% | 10% | 11% | 12% |
| | 3 | 20% | 21% | 23% | 24% | 23% | 24% |
| Ophthalmology | 1 | 57% | 36% | 36% | 78% | 80% | 69% |
| | 2 | 14% | 16% | 15% | 14% | 10% | 10% |
| | 3 | 37% | 36% | 36% | 37% | 36% | 34% |
| Orthopaedic | 1 | 80% | 87% | 69% | 78% | 86% | 89% |
| | 2 | 69% | 75% | 69% | 58% | 39% | 43% |
| | 3 | 45% | 42% | 43% | 44% | 44% | 43% |
| Pain Management | 1 | 33% | 67% | 67% | 75% | - | 50% |
| | 2 | 25% | 33% | 29% | 27% | 29% | 29% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |

| | | | | | | | |
|------------------------------------|---|-----|-----|-----|-----|-----|-----|
| Plastic and Reconstructive Surgery | 1 | 80% | 85% | 58% | 54% | 50% | 50% |
| | 2 | 24% | 30% | 23% | 12% | 14% | 14% |
| | 3 | 27% | 25% | 17% | 16% | 15% | 15% |
| Respiratory | 1 | 16% | 17% | 19% | 4% | 18% | 21% |
| | 2 | 32% | 23% | 13% | 16% | 14% | 17% |
| | 3 | 80% | 80% | 50% | 50% | 60% | 82% |
| Rheumatology | 1 | 7% | 3% | 5% | 6% | 7% | 5% |
| | 2 | 8% | 6% | 5% | 6% | 5% | 4% |
| | 3 | 36% | 33% | 32% | 30% | 25% | 23% |
| Urology | 1 | 64% | 70% | 20% | 75% | 62% | 50% |
| | 2 | 86% | 83% | 82% | 77% | 72% | 82% |
| | 3 | 89% | 88% | 87% | 88% | 83% | 88% |
| Vascular Surgery | 1 | 57% | 32% | 41% | 36% | 64% | 70% |
| | 2 | 24% | 32% | 32% | 27% | 26% | 23% |
| | 3 | 25% | 25% | 26% | 26% | 25% | 24% |

Table 28: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months - Cairns and Hinterland HHS

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | 100% | - | - | - | - |
| | 2 | 65% | 72% | 20% | 67% | 50% | 62% |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | 74% | 50% | 55% | 57% | 63% | 57% |
| | 2 | 47% | 47% | 44% | 44% | 49% | 52% |
| | 3 | 98% | 97% | 97% | 95% | 95% | 92% |
| Dermatology | 1 | 48% | 15% | 11% | 32% | 35% | 17% |
| | 2 | 22% | 22% | 22% | 24% | 26% | 23% |
| | 3 | 62% | 61% | 64% | 65% | 80% | 81% |
| Diabetes | 1 | 29% | 58% | 28% | 50% | 26% | 18% |
| | 2 | 59% | 69% | 74% | 67% | 73% | 80% |
| | 3 | 89% | 92% | 87% | 96% | 98% | 94% |
| Ear Nose and Throat | 1 | 75% | 83% | 67% | 88% | 90% | 94% |
| | 2 | 32% | 32% | 26% | 24% | 26% | 27% |
| | 3 | 79% | 77% | 77% | 77% | 73% | 68% |
| Endocrinology | 1 | 73% | 42% | 35% | 54% | 93% | 71% |
| | 2 | 27% | 35% | 57% | 67% | 70% | 64% |
| | 3 | 100% | 96% | 96% | 91% | 95% | 97% |
| Gastroenterology | 1 | 17% | 17% | 7% | 11% | 9% | 8% |
| | 2 | 43% | 23% | 11% | 17% | 27% | 13% |
| | 3 | - | 100% | - | 100% | 100% | - |
| General Medicine | 1 | 61% | 51% | 25% | 67% | 54% | 45% |
| | 2 | 75% | 76% | 77% | 87% | 82% | 80% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| General Surgery | 1 | 84% | 85% | 67% | 73% | 72% | 60% |
| | 2 | 35% | 33% | 32% | 29% | 31% | 29% |
| | 3 | 92% | 93% | 92% | 92% | 92% | 92% |
| Gynaecology | 1 | 66% | 69% | 69% | 78% | 71% | 69% |
| | 2 | 84% | 87% | 82% | 74% | 76% | 83% |
| | 3 | 98% | 98% | 97% | 97% | 98% | 98% |
| Nephrology | 1 | 45% | - | 33% | 30% | 44% | 30% |
| | 2 | 68% | 71% | 63% | 60% | 67% | 71% |
| | 3 | 94% | 95% | 97% | 95% | 97% | 96% |
| Neurology | 1 | 13% | 37% | 6% | 8% | 23% | 18% |
| | 2 | 5% | 19% | 21% | 13% | 15% | 12% |
| | 3 | 40% | 41% | 83% | 81% | 77% | 76% |
| Neurosurgery | 1 | 78% | 75% | 40% | 71% | 63% | 43% |
| | 2 | 21% | 26% | 26% | 21% | 21% | 25% |
| | 3 | 39% | 47% | 52% | 56% | 59% | 55% |
| Ophthalmology | 1 | 60% | 75% | 32% | 59% | 58% | 27% |
| | 2 | 38% | 42% | 38% | 39% | 39% | 35% |
| | 3 | 49% | 53% | 53% | 55% | 57% | 57% |
| Orthopaedic | 1 | 89% | 93% | 85% | 86% | 81% | 66% |
| | 2 | 19% | 35% | 38% | 45% | 44% | 50% |
| | 3 | 60% | 48% | 48% | 48% | 47% | 46% |
| Pain Management | 1 | 33% | - | - | - | - | 98% |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|------------------------------------|---|-----|------|-----|------|-----|-----|
| Plastic and Reconstructive Surgery | 1 | - | 100% | 92% | 100% | 75% | 50% |
| | 2 | 3% | 5% | 7% | 7% | 6% | 4% |
| | 3 | 58% | 62% | 61% | 63% | 61% | 61% |
| Respiratory | 1 | 50% | 64% | 44% | 44% | 73% | 65% |
| | 2 | 29% | 26% | 28% | 31% | 30% | 34% |
| | 3 | 35% | 30% | 28% | 28% | 22% | 17% |
| Rheumatology | 1 | 36% | 60% | 47% | 79% | 77% | 53% |
| | 2 | 44% | 81% | 79% | 71% | 63% | 64% |
| | 3 | - | - | - | - | - | - |
| Urology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Vascular Surgery | 1 | 83% | 82% | 60% | 43% | 33% | 50% |
| | 2 | 39% | 49% | 38% | 36% | 34% | 29% |
| | 3 | 72% | 71% | 67% | 65% | 64% | 64% |

Table 29: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months - Central Queensland HHS

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | 20% | 21% | 12% | 18% | 17% | 22% |
| | 2 | 74% | 51% | 43% | 20% | 13% | 13% |
| | 3 | 71% | 74% | 67% | 80% | 74% | 78% |
| Dermatology | 1 | 60% | 67% | 43% | 8% | 10% | 9% |
| | 2 | 92% | 83% | 53% | 50% | 60% | 63% |
| | 3 | - | - | - | - | 100% | 100% |
| Diabetes | 1 | 40% | 67% | - | 75% | 50% | 33% |
| | 2 | 73% | 55% | 44% | 69% | 65% | 41% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| Ear Nose and Throat | 1 | 74% | 54% | 59% | 63% | 67% | 52% |
| | 2 | 69% | 78% | 67% | 47% | 50% | 51% |
| | 3 | 60% | 79% | 74% | 88% | 87% | 87% |
| Endocrinology | 1 | - | - | - | - | - | - |
| | 2 | - | 75% | 50% | 25% | 43% | 33% |
| | 3 | 100% | 100% | - | 100% | 100% | 100% |
| Gastroenterology | 1 | - | - | - | - | - | - |
| | 2 | 100% | 100% | - | 67% | 50% | - |
| | 3 | 100% | 75% | 100% | 100% | 100% | 100% |
| General Medicine | 1 | 55% | 35% | 23% | 52% | 58% | 36% |
| | 2 | 57% | 53% | 41% | 38% | 33% | 39% |
| | 3 | 93% | 97% | 96% | 100% | 91% | 77% |
| General Surgery | 1 | 74% | 70% | 45% | 70% | 72% | 66% |
| | 2 | 57% | 75% | 55% | 32% | 33% | 37% |
| | 3 | 90% | 93% | 92% | 59% | 61% | 58% |
| Gynaecology | 1 | 57% | 62% | 49% | 64% | 65% | 83% |
| | 2 | 51% | 45% | 44% | 44% | 45% | 47% |
| | 3 | 98% | 98% | 99% | 99% | 99% | 97% |
| Nephrology | 1 | 13% | 11% | 9% | 10% | 28% | - |
| | 2 | 15% | 21% | 30% | 35% | 33% | 37% |
| | 3 | 33% | 36% | 50% | 48% | 52% | 50% |
| Neurology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurosurgery | 1 | 12% | 22% | 52% | 24% | 21% | - |
| | 2 | 12% | 9% | 8% | 10% | 13% | 9% |
| | 3 | 34% | 49% | 40% | 41% | 43% | 42% |
| Ophthalmology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Orthopaedic | 1 | 62% | 84% | 79% | 75% | 88% | 83% |
| | 2 | 19% | 17% | 16% | 15% | 17% | 20% |
| | 3 | 57% | 63% | 62% | 64% | 68% | 66% |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|------------------------------------|---|-----|------|------|------|------|------|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | 50% | 50% | 14% | 57% | 83% | 67% |
| | 2 | 33% | 56% | 80% | 39% | 19% | 21% |
| | 3 | 89% | 100% | 100% | 100% | 100% | 100% |
| Rheumatology | 1 | 19% | 23% | 23% | 63% | 71% | 43% |
| | 2 | 16% | 21% | 31% | 26% | 24% | 19% |
| | 3 | - | - | - | - | 50% | 50% |
| Urology | 1 | 60% | 48% | 22% | 51% | 48% | 43% |
| | 2 | 40% | 33% | 29% | 30% | 27% | 35% |
| | 3 | 48% | 56% | 50% | 57% | 57% | 67% |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

Table 30: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months - Children's Health Services

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | - | 100% | 100% | 50% | - | 67% |
| | 2 | 79% | 63% | 67% | 69% | 58% | 69% |
| | 3 | 96% | 94% | 93% | 91% | 94% | 94% |
| Dermatology | 1 | 22% | 81% | 50% | 60% | 58% | 67% |
| | 2 | 82% | 79% | 80% | 80% | 75% | 81% |
| | 3 | 89% | 86% | 94% | 92% | 100% | 100% |
| Diabetes | 1 | - | 100% | 100% | 100% | 100% | 100% |
| | 2 | 75% | 63% | 40% | 71% | 56% | 25% |
| | 3 | 100% | - | - | - | - | - |
| Ear Nose and Throat | 1 | 62% | 64% | 40% | 56% | 61% | 75% |
| | 2 | 30% | 33% | 24% | 14% | 12% | 15% |
| | 3 | 40% | 49% | 52% | 57% | 63% | 67% |
| Endocrinology | 1 | 56% | 65% | 25% | 63% | 83% | 75% |
| | 2 | 79% | 84% | 65% | 69% | 70% | 76% |
| | 3 | 89% | 88% | 87% | 90% | 100% | 96% |
| Gastroenterology | 1 | 33% | 83% | 50% | 67% | 60% | 92% |
| | 2 | 45% | 49% | 44% | 42% | 47% | 54% |
| | 3 | 86% | 84% | 85% | 86% | 86% | 83% |
| General Medicine | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| General Surgery | 1 | 100% | - | - | - | - | - |
| | 2 | 100% | 67% | 33% | - | - | - |
| | 3 | 89% | 83% | 80% | 100% | 100% | - |
| Gynaecology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Nephrology | 1 | 50% | 100% | 50% | 100% | 100% | - |
| | 2 | 83% | 78% | 61% | 71% | 61% | 67% |
| | 3 | 94% | 85% | 92% | 83% | 100% | 83% |
| Neurology | 1 | 43% | 60% | 50% | 75% | 80% | 80% |
| | 2 | 39% | 41% | 36% | 43% | 40% | 46% |
| | 3 | 83% | 83% | 76% | 82% | 91% | 86% |
| Neurosurgery | 1 | 42% | 54% | 27% | 50% | 25% | 40% |
| | 2 | 82% | 81% | 80% | 70% | 72% | 54% |
| | 3 | 87% | 82% | 83% | 88% | 87% | 75% |
| Ophthalmology | 1 | 43% | 48% | 41% | 42% | 59% | 52% |
| | 2 | 37% | 38% | 35% | 32% | 34% | 36% |
| | 3 | 87% | 91% | 90% | 91% | 94% | 90% |
| Orthopaedic | 1 | 78% | 92% | 83% | 76% | 90% | 79% |
| | 2 | 31% | 35% | 31% | 31% | 31% | 36% |
| | 3 | 82% | 83% | 86% | 88% | 90% | 91% |
| Pain Management | 1 | 67% | 100% | 100% | 100% | 100% | 67% |
| | 2 | 100% | 100% | 100% | 100% | 78% | 75% |
| | 3 | 60% | - | 100% | 100% | 100% | 100% |

| | | | | | | | |
|------------------------------------|---|------|------|------|------|-----|-----|
| Plastic and Reconstructive Surgery | 1 | 67% | 100% | 88% | 20% | 25% | 33% |
| | 2 | 82% | 79% | 80% | 73% | 58% | 64% |
| | 3 | 65% | 62% | 60% | 62% | 67% | 69% |
| Respiratory | 1 | 34% | 46% | 34% | 59% | 59% | 50% |
| | 2 | 66% | 53% | 50% | 60% | 60% | 63% |
| | 3 | 53% | 50% | 44% | 83% | 90% | 80% |
| Rheumatology | 1 | 57% | 67% | 75% | 71% | 88% | 67% |
| | 2 | 100% | 83% | 67% | 100% | 50% | 50% |
| | 3 | 100% | 100% | 100% | - | - | - |
| Urology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Vascular Surgery | 1 | - | 75% | 50% | 25% | 50% | 9% |
| | 2 | 92% | 90% | 100% | 82% | 79% | 55% |
| | 3 | 100% | 50% | 50% | 50% | 50% | 75% |

Table 31: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months - Darling Downs HHS

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | 52% | 40% | 33% | 50% | 62% | 47% |
| | 2 | 56% | 71% | 67% | 68% | 75% | 78% |
| | 3 | 24% | 29% | 45% | 44% | 44% | 46% |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | - | - | - | - | - | - |
| | 2 | - | 100% | 100% | 100% | - | - |
| | 3 | - | - | - | - | - | - |
| Ear Nose and Throat | 1 | 71% | 69% | 61% | 50% | 52% | 53% |
| | 2 | 9% | 8% | 8% | 6% | 6% | 7% |
| | 3 | 13% | 14% | 14% | 13% | 12% | 12% |
| Endocrinology | 1 | - | - | - | 50% | 67% | 40% |
| | 2 | 22% | 17% | 17% | 13% | 38% | 41% |
| | 3 | 100% | 100% | 100% | 86% | 83% | 84% |
| Gastroenterology | 1 | 100% | 100% | - | 88% | 100% | 78% |
| | 2 | 78% | 77% | 100% | 60% | 67% | 93% |
| | 3 | - | 100% | 100% | - | - | - |
| General Medicine | 1 | 34% | 77% | 22% | 30% | 78% | 68% |
| | 2 | 65% | 56% | 46% | 43% | 40% | 38% |
| | 3 | 92% | 92% | 93% | 95% | 95% | 85% |
| General Surgery | 1 | 84% | 69% | 21% | 54% | 58% | 60% |
| | 2 | 19% | 21% | 16% | 16% | 17% | 17% |
| | 3 | 46% | 44% | 44% | 42% | 39% | 37% |
| Gynaecology | 1 | 50% | 27% | 24% | 49% | 30% | 37% |
| | 2 | 26% | 24% | 23% | 18% | 15% | 19% |
| | 3 | 66% | 73% | 83% | 85% | 88% | 87% |
| Nephrology | 1 | 100% | 100% | 10% | 46% | 64% | 50% |
| | 2 | 42% | 35% | 25% | 29% | 25% | 21% |
| | 3 | 25% | 34% | 30% | 26% | 19% | 19% |
| Neurology | 1 | 100% | 100% | - | 100% | 50% | 75% |
| | 2 | 25% | 40% | 39% | 42% | 30% | 58% |
| | 3 | 42% | 43% | 38% | 38% | 33% | 30% |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | - | - | - | - | 100% | - |
| | 2 | 71% | 93% | 75% | 50% | 27% | 50% |
| | 3 | 32% | 31% | 31% | 29% | 30% | 31% |
| Orthopaedic | 1 | 92% | 92% | 81% | 89% | 95% | 95% |
| | 2 | 82% | 86% | 90% | 91% | 98% | 97% |
| | 3 | 57% | 66% | 64% | 64% | 64% | 61% |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|------------------------------------|---|------|-----|-----|-----|-----|-----|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | 71% | 75% | 60% | 75% | 58% | 38% |
| | 2 | 54% | 39% | 27% | 18% | 31% | 23% |
| | 3 | 100% | 94% | 95% | 94% | 98% | 81% |
| Rheumatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Urology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

Table 32: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months - Gold Coast HHS

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | 85% | 88% | 46% | 76% | 67% | 58% |
| | 2 | 100% | 100% | 100% | 83% | 91% | 88% |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | 36% | 44% | 21% | 29% | 34% | 33% |
| | 2 | 24% | 29% | 28% | 22% | 18% | 17% |
| | 3 | 94% | 94% | 95% | 95% | 94% | 94% |
| Dermatology | 1 | 22% | 15% | - | 19% | 55% | 60% |
| | 2 | 7% | 13% | 13% | 10% | 9% | 11% |
| | 3 | 44% | 40% | 42% | 36% | 36% | 34% |
| Diabetes | 1 | 46% | 33% | 20% | 35% | 43% | 32% |
| | 2 | 54% | 52% | 47% | 39% | 30% | 18% |
| | 3 | 100% | 100% | 100% | 75% | 75% | 75% |
| Ear Nose and Throat | 1 | 66% | 70% | 39% | 63% | 76% | 54% |
| | 2 | 13% | 12% | 12% | 11% | 10% | 11% |
| | 3 | 44% | 44% | 45% | 44% | 42% | 41% |
| Endocrinology | 1 | 56% | 46% | 18% | 32% | 58% | 54% |
| | 2 | 32% | 30% | 24% | 23% | 26% | 28% |
| | 3 | 69% | 67% | 58% | 54% | 56% | 56% |
| Gastroenterology | 1 | 10% | 12% | 7% | 14% | 14% | 11% |
| | 2 | 19% | 21% | 18% | 19% | 19% | 20% |
| | 3 | 66% | 65% | 63% | 48% | 45% | 40% |
| General Medicine | 1 | 68% | 72% | 57% | 64% | 59% | 61% |
| | 2 | 100% | 100% | 94% | 100% | 88% | 100% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| General Surgery | 1 | 70% | 67% | 43% | 54% | 55% | 55% |
| | 2 | 27% | 26% | 27% | 29% | 25% | 27% |
| | 3 | 53% | 53% | 55% | 43% | 40% | 35% |
| Gynaecology | 1 | 73% | 64% | 41% | 44% | 57% | 50% |
| | 2 | 64% | 63% | 62% | 63% | 59% | 57% |
| | 3 | 77% | 73% | 73% | 72% | 72% | 70% |
| Nephrology | 1 | 44% | 52% | 35% | 56% | 63% | 60% |
| | 2 | 73% | 83% | 73% | 50% | 50% | 56% |
| | 3 | - | - | - | - | - | - |
| Neurology | 1 | 30% | 37% | 22% | 33% | 49% | 35% |
| | 2 | 74% | 81% | 79% | 78% | 71% | 76% |
| | 3 | 64% | 67% | 70% | 57% | 57% | 75% |
| Neurosurgery | 1 | 65% | 51% | 31% | 43% | 41% | 42% |
| | 2 | 11% | 10% | 9% | 9% | 9% | 10% |
| | 3 | 81% | 76% | 74% | 71% | 66% | 60% |
| Ophthalmology | 1 | 52% | 66% | 51% | 63% | 62% | 42% |
| | 2 | 32% | 29% | 29% | 26% | 29% | 32% |
| | 3 | 39% | 40% | 40% | 41% | 41% | 40% |
| Orthopaedic | 1 | 87% | 92% | 86% | 90% | 89% | 83% |
| | 2 | 30% | 29% | 28% | 24% | 24% | 24% |
| | 3 | 60% | 58% | 56% | 54% | 52% | 49% |
| Pain Management | 1 | 48% | 43% | 32% | 46% | 50% | 41% |
| | 2 | 21% | 22% | 23% | 20% | 30% | 33% |
| | 3 | 3% | 4% | 4% | 3% | 3% | 8% |

| | | | | | | | |
|------------------------------------|---|------|------|------|------|------|------|
| Plastic and Reconstructive Surgery | 1 | 75% | 87% | 64% | 74% | 73% | 62% |
| | 2 | 57% | 75% | 83% | 81% | 70% | 80% |
| | 3 | 81% | 79% | 73% | 83% | 82% | 80% |
| Respiratory | 1 | 44% | 54% | 32% | 39% | 45% | 46% |
| | 2 | 39% | 35% | 31% | 26% | 23% | 26% |
| | 3 | 100% | 100% | 100% | 100% | 97% | 94% |
| Rheumatology | 1 | 7% | 2% | 2% | 7% | 1% | 7% |
| | 2 | 11% | 8% | 6% | 8% | 4% | 6% |
| | 3 | 31% | 29% | 28% | 25% | 21% | 24% |
| Urology | 1 | 71% | 55% | 43% | 62% | 52% | 58% |
| | 2 | 81% | 85% | 81% | 69% | 66% | 75% |
| | 3 | 72% | 68% | 66% | 74% | 73% | 74% |
| Vascular Surgery | 1 | 83% | 88% | 68% | 88% | 81% | 76% |
| | 2 | 93% | 89% | 93% | 91% | 92% | 98% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |

Table 33: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months - Mackay HHS

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | 17% | 40% | 44% |
| | 2 | 100% | 100% | - | 100% | - | 100% |
| | 3 | 100% | 100% | 100% | - | - | - |
| Cardiology | 1 | 98% | 70% | 26% | 63% | 67% | 54% |
| | 2 | 70% | 68% | 59% | 54% | 48% | 47% |
| | 3 | 100% | 100% | 100% | 100% | 75% | 75% |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | 67% | 60% | 11% | 27% | 42% | 33% |
| | 2 | 100% | 94% | 63% | 61% | 63% | 73% |
| | 3 | 100% | 92% | 100% | 100% | 64% | 46% |
| Ear Nose and Throat | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Endocrinology | 1 | - | - | 100% | - | 80% | 46% |
| | 2 | 100% | 100% | 79% | 75% | 60% | 59% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| Gastroenterology | 1 | - | - | - | - | 100% | 100% |
| | 2 | 100% | 100% | 100% | 100% | 88% | 86% |
| | 3 | - | - | - | - | - | 100% |
| General Medicine | 1 | 89% | 60% | 74% | 57% | 74% | 65% |
| | 2 | 37% | 40% | 34% | 31% | 34% | 38% |
| | 3 | 93% | 91% | 77% | 86% | 93% | 88% |
| General Surgery | 1 | 95% | 92% | 83% | 92% | 86% | 86% |
| | 2 | 96% | 98% | 99% | 98% | 99% | 99% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| Gynaecology | 1 | 100% | 100% | 100% | 75% | 100% | 92% |
| | 2 | 96% | 95% | 92% | 92% | 95% | 97% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| Nephrology | 1 | 100% | 100% | 75% | 43% | 50% | - |
| | 2 | 52% | 59% | 55% | 41% | 35% | 28% |
| | 3 | 57% | 55% | 55% | 57% | 60% | 62% |
| Neurology | 1 | 40% | 39% | 5% | 31% | 92% | 56% |
| | 2 | 95% | 85% | 66% | 55% | 48% | 54% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| Neurosurgery | 1 | 44% | 65% | 62% | 80% | 93% | 65% |
| | 2 | 16% | 16% | 16% | 15% | 13% | 18% |
| | 3 | 32% | 33% | 34% | 35% | 40% | 38% |
| Ophthalmology | 1 | - | 50% | - | 100% | - | - |
| | 2 | 14% | 14% | 10% | 6% | 2% | - |
| | 3 | 49% | 45% | 46% | 45% | 40% | 38% |
| Orthopaedic | 1 | 93% | 87% | 67% | 83% | 87% | 84% |
| | 2 | 31% | 27% | 24% | 18% | 21% | 19% |
| | 3 | 22% | 26% | 42% | 45% | 39% | 41% |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|------------------------------------|---|------|------|------|------|------|------|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | 88% | 86% | 44% | 53% | 56% | 53% |
| | 2 | 80% | 67% | 53% | 53% | 50% | 66% |
| | 3 | 98% | 96% | 91% | 90% | 92% | 90% |
| Rheumatology | 1 | 80% | 80% | 50% | 100% | 50% | 67% |
| | 2 | 100% | 94% | 88% | 79% | 62% | 54% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| Urology | 1 | 89% | 100% | 84% | 90% | 73% | 41% |
| | 2 | 41% | 42% | 37% | 40% | 35% | 36% |
| | 3 | 81% | 74% | 71% | 68% | 73% | 68% |
| Vascular Surgery | 1 | 58% | 50% | 25% | 33% | 58% | 44% |
| | 2 | 46% | 37% | 24% | 20% | 22% | 22% |
| | 3 | 64% | 76% | 74% | 75% | 76% | 70% |

Table 34: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months - Metro North HHS (excluding Royal Brisbane and Women's Hospital)

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | 73% | 88% | 52% | 67% | 56% | 45% |
| | 2 | 81% | 84% | 82% | 74% | 59% | 59% |
| | 3 | 61% | 65% | 81% | 78% | 83% | 83% |
| Cardiology | 1 | 39% | 46% | 41% | 34% | 30% | 27% |
| | 2 | 54% | 54% | 49% | 45% | 42% | 49% |
| | 3 | 78% | 76% | 76% | 74% | 71% | 73% |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | 82% | 57% | 20% | 33% | 67% | 33% |
| | 2 | 66% | 70% | 48% | 33% | 32% | 31% |
| | 3 | 95% | 94% | 94% | 94% | 100% | 100% |
| Ear Nose and Throat | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Endocrinology | 1 | 70% | 38% | 38% | 55% | 33% | 36% |
| | 2 | 67% | 81% | 70% | 62% | 60% | 68% |
| | 3 | 100% | 100% | 100% | 100% | 92% | 93% |
| Gastroenterology | 1 | 51% | 59% | 36% | 66% | 65% | 38% |
| | 2 | 24% | 26% | 24% | 29% | 30% | 32% |
| | 3 | 36% | 37% | 36% | 37% | 42% | 39% |
| General Medicine | 1 | 78% | 87% | 75% | 82% | 93% | 79% |
| | 2 | 84% | 77% | 73% | 70% | 73% | 88% |
| | 3 | 90% | 90% | 93% | 93% | 94% | 100% |
| General Surgery | 1 | 81% | 90% | 78% | 88% | 84% | 82% |
| | 2 | 63% | 58% | 57% | 61% | 58% | 64% |
| | 3 | 93% | 94% | 96% | 97% | 98% | 98% |
| Gynaecology | 1 | 80% | 96% | 95% | 96% | 83% | 92% |
| | 2 | 72% | 75% | 72% | 69% | 59% | 60% |
| | 3 | 96% | 96% | 94% | 92% | 89% | 88% |
| Nephrology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurology | 1 | 53% | 59% | 17% | 60% | 68% | 52% |
| | 2 | 42% | 41% | 35% | 33% | 35% | 34% |
| | 3 | 76% | 73% | 71% | 69% | 66% | 67% |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Orthopaedic | 1 | 68% | 80% | 76% | 67% | 63% | 55% |
| | 2 | 21% | 21% | 18% | 16% | 17% | 21% |
| | 3 | 42% | 45% | 45% | 46% | 50% | 56% |
| Pain Management | 1 | 67% | 100% | 100% | - | 50% | 40% |
| | 2 | 25% | 21% | 19% | 13% | 20% | 20% |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|------------------------------------|---|------|------|------|------|------|------|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | 58% | 59% | 36% | 31% | 41% | 35% |
| | 2 | 63% | 55% | 52% | 46% | 47% | 46% |
| | 3 | 91% | 92% | 78% | 85% | 91% | 84% |
| Rheumatology | 1 | 75% | 80% | 54% | 59% | 46% | 70% |
| | 2 | 38% | 38% | 35% | 33% | 35% | 39% |
| | 3 | 28% | 26% | 23% | 22% | 24% | 22% |
| Urology | 1 | 40% | 32% | 18% | 28% | 36% | 32% |
| | 2 | 16% | 18% | 19% | 19% | 15% | 14% |
| | 3 | 55% | 52% | 53% | 45% | 44% | 42% |
| Vascular Surgery | 1 | 100% | 60% | - | 80% | 71% | 46% |
| | 2 | 97% | 100% | 100% | 90% | 89% | 96% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |

Table 35: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months - Metro South HHS (excluding Princess Alexandra Hospital)

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | 77% | 70% | 56% | 69% | 82% | 61% |
| | 2 | 42% | 45% | 42% | 41% | 35% | 39% |
| | 3 | 34% | 62% | 68% | 70% | 64% | 53% |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | 57% | 88% | - | 54% | 45% | 55% |
| | 2 | 16% | 17% | 14% | 8% | 11% | 13% |
| | 3 | 33% | 35% | 35% | 40% | 47% | 43% |
| Ear Nose and Throat | 1 | 86% | 63% | 29% | 38% | 67% | 45% |
| | 2 | 39% | 49% | 58% | 49% | 20% | 16% |
| | 3 | 54% | 52% | 49% | 47% | 44% | 50% |
| Endocrinology | 1 | 63% | 20% | 31% | 62% | 66% | 50% |
| | 2 | 24% | 24% | 23% | 23% | 24% | 25% |
| | 3 | 41% | 47% | 50% | 50% | 51% | 50% |
| Gastroenterology | 1 | 51% | 65% | 42% | 53% | 50% | 43% |
| | 2 | 18% | 18% | 18% | 21% | 20% | 23% |
| | 3 | 48% | 41% | 42% | 42% | 42% | 43% |
| General Medicine | 1 | 76% | 70% | 40% | 30% | 37% | 46% |
| | 2 | 54% | 54% | 53% | 49% | 44% | 46% |
| | 3 | 43% | 51% | 55% | 58% | 62% | 58% |
| General Surgery | 1 | 82% | 78% | 75% | 65% | 85% | 71% |
| | 2 | 46% | 47% | 51% | 43% | 46% | 43% |
| | 3 | 47% | 47% | 47% | 49% | 47% | 46% |
| Gynaecology | 1 | 67% | 78% | 49% | 73% | 84% | 74% |
| | 2 | 85% | 87% | 77% | 74% | 68% | 66% |
| | 3 | 55% | 55% | 60% | 64% | 70% | 74% |
| Nephrology | 1 | 62% | 79% | 50% | 88% | 71% | 89% |
| | 2 | 69% | 67% | 57% | 61% | 76% | 74% |
| | 3 | 79% | 82% | 88% | 89% | 90% | 89% |
| Neurology | 1 | 67% | 86% | 29% | 40% | 80% | 6% |
| | 2 | 81% | 63% | 59% | 54% | 74% | 75% |
| | 3 | 53% | 53% | 54% | 53% | 50% | 48% |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | - | 100% | - | - | - | - |
| | 2 | 60% | 67% | 71% | 83% | 60% | 67% |
| | 3 | 43% | 43% | 42% | 45% | 50% | 49% |
| Orthopaedic | 1 | 81% | 82% | 74% | 79% | 68% | 80% |
| | 2 | 28% | 30% | 27% | 24% | 21% | 22% |
| | 3 | 41% | 43% | 43% | 43% | 47% | 47% |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|------------------------------------|---|------|-----|-----|-----|-----|-----|
| Plastic and Reconstructive Surgery | 1 | 100% | - | - | - | - | - |
| | 2 | 88% | 88% | 73% | 41% | 67% | 44% |
| | 3 | 40% | 39% | 41% | 38% | 38% | 36% |
| Respiratory | 1 | 72% | 83% | 48% | 42% | 57% | 56% |
| | 2 | 29% | 23% | 19% | 18% | 19% | 21% |
| | 3 | 41% | 41% | 43% | 42% | 40% | 39% |
| Rheumatology | 1 | 31% | 33% | 27% | 29% | 44% | 17% |
| | 2 | 40% | 44% | 31% | 37% | 39% | 45% |
| | 3 | 71% | 81% | 75% | 75% | 75% | 77% |
| Urology | 1 | 65% | 62% | 35% | 51% | 46% | 53% |
| | 2 | 21% | 24% | 24% | 30% | 29% | 30% |
| | 3 | 24% | 26% | 27% | 40% | 36% | 36% |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

Table 36: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months - North West HHS

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | 10% | 22% | 23% | 22% | 22% | 21% |
| | 2 | 20% | 20% | 9% | 8% | 3% | 9% |
| | 3 | 42% | 38% | 34% | 33% | 29% | 23% |
| Dermatology | 1 | - | 29% | - | 5% | 6% | 9% |
| | 2 | 26% | 16% | 10% | 9% | 6% | 11% |
| | 3 | 76% | 77% | 77% | 63% | 49% | 41% |
| Diabetes | 1 | 22% | 33% | 18% | 25% | 14% | 36% |
| | 2 | 67% | 50% | 67% | 67% | 67% | 100% |
| | 3 | 100% | 100% | 100% | - | - | 100% |
| Ear Nose and Throat | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Endocrinology | 1 | - | 11% | - | - | 80% | - |
| | 2 | 27% | 14% | 7% | - | 23% | 18% |
| | 3 | 33% | 33% | 33% | 33% | 40% | - |
| Gastroenterology | 1 | 17% | 2% | - | - | - | 2% |
| | 2 | 9% | 10% | 10% | 7% | 2% | - |
| | 3 | 17% | 16% | 16% | 16% | 12% | 11% |
| General Medicine | 1 | 71% | 71% | 29% | 62% | 53% | 41% |
| | 2 | 78% | 76% | 68% | 66% | 66% | 78% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| General Surgery | 1 | 67% | 73% | 57% | 44% | 60% | 67% |
| | 2 | 96% | 89% | 82% | 81% | 80% | 92% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| Gynaecology | 1 | 56% | 57% | 36% | 38% | 47% | - |
| | 2 | 70% | 75% | 65% | 59% | 52% | 63% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| Nephrology | 1 | 75% | 57% | 17% | 43% | 38% | 78% |
| | 2 | 56% | 50% | 50% | 50% | 33% | - |
| | 3 | - | - | - | - | - | - |
| Neurology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | 15% | 16% | 14% | 13% | 6% | 15% |
| | 2 | 17% | 17% | 19% | 16% | 13% | 16% |
| | 3 | 71% | 68% | 63% | 61% | 60% | 61% |
| Orthopaedic | 1 | 77% | 84% | 56% | 68% | 81% | 96% |
| | 2 | 98% | 97% | 96% | 91% | 93% | 100% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|------------------------------------|---|------|------|-----|-----|-----|-----|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | 38% | 15% | 8% | - | - | - |
| | 3 | 8% | 8% | 8% | 8% | - | - |
| Respiratory | 1 | - | 67% | - | 25% | 50% | - |
| | 2 | - | - | - | - | - | - |
| | 3 | 33% | - | - | - | - | - |
| Rheumatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | 100% | 100% | - | - | - | - |
| Urology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | 50% | 29% | - | - | - |
| | 3 | 90% | 95% | 95% | 80% | 47% | 48% |

Table 37: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months - Sunshine Coast HHS

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | 100% | 80% | - | 90% | 63% | 100% |
| | 2 | 100% | 100% | 100% | 100% | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | 64% | 56% | 45% | 35% | 65% | 64% |
| | 2 | 3% | 30% | 37% | 34% | 22% | 19% |
| | 3 | - | - | - | 5% | 6% | 6% |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | 84% | 70% | 59% | 70% | 76% | 59% |
| | 2 | 64% | 65% | 73% | 76% | 87% | 88% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| Ear Nose and Throat | 1 | 73% | 100% | 100% | 100% | 100% | 100% |
| | 2 | 59% | 60% | 60% | 39% | 66% | 74% |
| | 3 | 100% | 100% | 91% | 87% | 83% | 77% |
| Endocrinology | 1 | 72% | 67% | 55% | 79% | 68% | 73% |
| | 2 | 42% | 49% | 58% | 69% | 68% | 83% |
| | 3 | 20% | 33% | 33% | 40% | 50% | 50% |
| Gastroenterology | 1 | 56% | 45% | 38% | 43% | 49% | 56% |
| | 2 | 7% | 5% | 6% | 7% | 9% | 11% |
| | 3 | 33% | 50% | 100% | 100% | 100% | - |
| General Medicine | 1 | 63% | 43% | 39% | 41% | 75% | 61% |
| | 2 | 70% | 70% | 53% | 43% | 74% | 83% |
| | 3 | 75% | 75% | 60% | 75% | 100% | 100% |
| General Surgery | 1 | 90% | 91% | 77% | 86% | 86% | 83% |
| | 2 | 57% | 57% | 56% | 48% | 46% | 47% |
| | 3 | 75% | 73% | 73% | 71% | 70% | 70% |
| Gynaecology | 1 | 87% | 87% | 64% | 64% | 74% | 72% |
| | 2 | 61% | 60% | 55% | 54% | 57% | 60% |
| | 3 | 86% | 83% | 83% | 77% | 76% | 72% |
| Nephrology | 1 | 75% | 40% | 50% | 60% | 67% | 33% |
| | 2 | 92% | 82% | 66% | 62% | 63% | 69% |
| | 3 | 100% | 98% | 99% | 99% | 91% | 86% |
| Neurology | 1 | 100% | 100% | 100% | 100% | 100% | - |
| | 2 | 60% | 56% | 50% | 47% | 38% | 34% |
| | 3 | - | - | - | - | 25% | 25% |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | 80% | 95% | 74% | 87% | 80% | 89% |
| | 2 | 35% | 32% | 29% | 26% | 26% | 28% |
| | 3 | 33% | 33% | 33% | 32% | 32% | 30% |
| Orthopaedic | 1 | 94% | 97% | 97% | 96% | 98% | 92% |
| | 2 | 27% | 29% | 27% | 24% | 23% | 22% |
| | 3 | 71% | 69% | 67% | 71% | 71% | 68% |
| Pain Management | 1 | 43% | 17% | 33% | 100% | 75% | 88% |
| | 2 | 55% | 67% | 55% | 43% | 50% | 100% |
| | 3 | 76% | 80% | 88% | 90% | 95% | 97% |

| | | | | | | | |
|------------------------------------|---|------|------|------|------|------|------|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | 59% | 76% | 75% | 52% | 70% | 89% |
| | 2 | 27% | 28% | 29% | 26% | 20% | 16% |
| | 3 | 13% | 12% | 16% | 8% | 5% | 5% |
| Rheumatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Urology | 1 | 79% | 94% | 77% | 88% | 76% | 88% |
| | 2 | 26% | 22% | 20% | 20% | 18% | 19% |
| | 3 | 29% | 27% | 28% | 27% | 24% | 23% |
| Vascular Surgery | 1 | 92% | 92% | 50% | 100% | 100% | 88% |
| | 2 | 100% | 91% | 100% | 100% | 100% | 100% |
| | 3 | 100% | 100% | 80% | 100% | 100% | 100% |

Table 38: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months - Townsville HHS

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | 83% | 80% | 83% | 100% | 80% | 92% |
| | 2 | 95% | 99% | 95% | 93% | 90% | 75% |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | 24% | 22% | 18% | 21% | 25% | 25% |
| | 2 | 20% | 21% | 22% | 20% | 22% | 25% |
| | 3 | 70% | 72% | 65% | 64% | 62% | 61% |
| Dermatology | 1 | 29% | 60% | - | - | 55% | 45% |
| | 2 | 95% | 96% | 87% | 43% | 49% | 50% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| Diabetes | 1 | 16% | 5% | 10% | 9% | 14% | 21% |
| | 2 | 40% | 27% | 6% | 18% | 18% | 21% |
| | 3 | 43% | 32% | 29% | 33% | 32% | 29% |
| Ear Nose and Throat | 1 | 57% | 54% | 56% | 60% | 68% | 60% |
| | 2 | 18% | 16% | 15% | 11% | 10% | 11% |
| | 3 | 20% | 18% | 17% | 18% | 19% | 20% |
| Endocrinology | 1 | 15% | 5% | 12% | 9% | 14% | 17% |
| | 2 | 17% | 13% | 7% | 7% | 8% | 5% |
| | 3 | 44% | 33% | 28% | 27% | 19% | 19% |
| Gastroenterology | 1 | 48% | 85% | 35% | 67% | 67% | 52% |
| | 2 | 87% | 96% | 92% | 89% | 76% | 76% |
| | 3 | 96% | 88% | 84% | 80% | 75% | 75% |
| General Medicine | 1 | 17% | 29% | 20% | 67% | 57% | 50% |
| | 2 | 52% | 100% | 100% | 75% | 67% | 75% |
| | 3 | 52% | 38% | 75% | 67% | 67% | 50% |
| General Surgery | 1 | 74% | 73% | 68% | 71% | 77% | 65% |
| | 2 | 18% | 20% | 21% | 21% | 20% | 19% |
| | 3 | 74% | 74% | 74% | 69% | 66% | 66% |
| Gynaecology | 1 | 39% | 44% | 41% | 45% | 50% | 66% |
| | 2 | 76% | 78% | 78% | 62% | 68% | 50% |
| | 3 | 92% | 92% | 95% | 94% | 95% | 95% |
| Nephrology | 1 | 64% | 67% | 40% | 100% | 60% | 70% |
| | 2 | 79% | 82% | 85% | 69% | 69% | 81% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| Neurology | 1 | 51% | 47% | 39% | 52% | 42% | 40% |
| | 2 | 45% | 40% | 30% | 28% | 38% | 53% |
| | 3 | 62% | 54% | 45% | 41% | 38% | 32% |
| Neurosurgery | 1 | 38% | 31% | 19% | 18% | 36% | 50% |
| | 2 | 14% | 11% | 11% | 10% | 11% | 12% |
| | 3 | 20% | 21% | 23% | 24% | 23% | 24% |
| Ophthalmology | 1 | 57% | 36% | 36% | 78% | 80% | 69% |
| | 2 | 14% | 16% | 15% | 14% | 10% | 10% |
| | 3 | 37% | 36% | 36% | 37% | 36% | 34% |
| Orthopaedic | 1 | 80% | 87% | 69% | 78% | 86% | 89% |
| | 2 | 69% | 75% | 69% | 58% | 39% | 43% |
| | 3 | 45% | 42% | 43% | 44% | 44% | 43% |
| Pain Management | 1 | 33% | 67% | 67% | 75% | - | 50% |
| | 2 | 25% | 33% | 29% | 27% | 29% | 29% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |

| | | | | | | | |
|------------------------------------|---|-----|-----|-----|-----|-----|-----|
| Plastic and Reconstructive Surgery | 1 | 80% | 85% | 58% | 54% | 50% | 50% |
| | 2 | 24% | 30% | 23% | 12% | 14% | 14% |
| | 3 | 27% | 25% | 17% | 16% | 15% | 15% |
| Respiratory | 1 | 16% | 17% | 19% | 4% | 18% | 21% |
| | 2 | 32% | 23% | 13% | 16% | 14% | 17% |
| | 3 | 80% | 80% | 50% | 50% | 60% | 82% |
| Rheumatology | 1 | 7% | 3% | 5% | 6% | 7% | 5% |
| | 2 | 8% | 6% | 5% | 6% | 5% | 4% |
| | 3 | 36% | 33% | 32% | 30% | 25% | 23% |
| Urology | 1 | 64% | 70% | 20% | 75% | 62% | 50% |
| | 2 | 86% | 83% | 82% | 77% | 72% | 82% |
| | 3 | 89% | 88% | 87% | 88% | 83% | 88% |
| Vascular Surgery | 1 | 57% | 32% | 41% | 36% | 64% | 70% |
| | 2 | 24% | 32% | 32% | 27% | 26% | 23% |
| | 3 | 25% | 25% | 26% | 26% | 25% | 24% |

Table 39: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months - West Moreton HHS

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | 100% | 83% | 100% | 100% | 100% | 60% |
| | 2 | 76% | 72% | 64% | 69% | 64% | 67% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 95% |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | 80% | 27% | 100% | 92% | 61% | 80% |
| | 2 | 57% | 57% | 50% | 44% | 45% | 53% |
| | 3 | 100% | 100% | - | 100% | 100% | 100% |
| Ear Nose and Throat | 1 | 98% | 96% | 88% | 96% | 92% | 88% |
| | 2 | 50% | 47% | 54% | 37% | 33% | 33% |
| | 3 | 83% | 87% | 27% | 87% | 91% | 93% |
| Endocrinology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Gastroenterology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| General Medicine | 1 | 100% | 67% | 100% | 100% | 80% | 67% |
| | 2 | 85% | 88% | 75% | 71% | 67% | 66% |
| | 3 | 96% | 100% | 100% | 100% | 100% | 100% |
| General Surgery | 1 | 88% | 100% | 100% | 100% | 96% | 92% |
| | 2 | 58% | 61% | 67% | 51% | 51% | 53% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| Gynaecology | 1 | 79% | 90% | 85% | 87% | 86% | 81% |
| | 2 | 84% | 90% | 58% | 65% | 57% | 57% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| Nephrology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | - | 100% | - | - | - | 100% |
| | 2 | 18% | 16% | 56% | 11% | 11% | 11% |
| | 3 | 42% | 43% | - | 46% | 46% | 45% |
| Orthopaedic | 1 | 99% | 99% | 99% | 97% | 93% | 94% |
| | 2 | 66% | 63% | 70% | 43% | 41% | 41% |
| | 3 | 56% | 56% | 4% | 50% | 55% | 58% |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|------------------------------------|---|------|------|------|------|------|------|
| Plastic and Reconstructive Surgery | 1 | 79% | 71% | 59% | 53% | 86% | 77% |
| | 2 | 21% | 23% | 68% | 22% | 21% | 21% |
| | 3 | 89% | 94% | 86% | 95% | 94% | 95% |
| Respiratory | 1 | 100% | 67% | 83% | 89% | 100% | 100% |
| | 2 | 77% | 80% | 74% | 58% | 52% | 63% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 99% |
| Rheumatology | 1 | 83% | 67% | 100% | 100% | 92% | 89% |
| | 2 | 43% | 39% | 43% | 29% | 33% | 33% |
| | 3 | 50% | 64% | - | 69% | 72% | 61% |
| Urology | 1 | 83% | 88% | 100% | 100% | 100% | 78% |
| | 2 | 47% | 50% | 73% | 49% | 51% | 52% |
| | 3 | 42% | 42% | - | 43% | 43% | 42% |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

Table 40: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months -
Wide Bay HHS

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | 40% | 35% | 31% | 25% | 29% | 22% |
| | 2 | 77% | 79% | 83% | 75% | 67% | 44% |
| | 3 | 92% | 100% | 100% | - | 100% | 100% |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | 50% | 75% | 100% | 86% | 29% | 50% |
| | 2 | - | - | 50% | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ear Nose and Throat | 1 | 25% | - | - | - | - | - |
| | 2 | 44% | 86% | 76% | 57% | 10% | - |
| | 3 | 48% | 53% | 71% | 71% | 71% | - |
| Endocrinology | 1 | - | 33% | - | 33% | - | 50% |
| | 2 | 43% | 52% | 54% | 36% | 22% | 35% |
| | 3 | 33% | 42% | 42% | 44% | 41% | 43% |
| Gastroenterology | 1 | 25% | 17% | 29% | 14% | 56% | 20% |
| | 2 | 26% | 45% | 32% | 19% | 41% | 43% |
| | 3 | 75% | 100% | 100% | 90% | 100% | 100% |
| General Medicine | 1 | 81% | 84% | 61% | 74% | 71% | 57% |
| | 2 | 52% | 61% | 60% | 48% | 36% | 43% |
| | 3 | 70% | 70% | 63% | 61% | 66% | 71% |
| General Surgery | 1 | 76% | 84% | 81% | 78% | 86% | 89% |
| | 2 | 47% | 53% | 49% | 45% | 51% | 61% |
| | 3 | 40% | 42% | 42% | 43% | 48% | 49% |
| Gynaecology | 1 | 74% | 65% | 70% | 67% | 70% | 69% |
| | 2 | 89% | 87% | 89% | 88% | 83% | 87% |
| | 3 | 100% | 100% | 100% | 100% | 100% | 100% |
| Nephrology | 1 | 90% | 71% | 70% | 60% | 45% | 78% |
| | 2 | 42% | 43% | 43% | 42% | 39% | 36% |
| | 3 | 59% | 64% | 63% | 65% | 63% | 61% |
| Neurology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Orthopaedic | 1 | 80% | 94% | 87% | 86% | 82% | 80% |
| | 2 | 39% | 43% | 41% | 36% | 34% | 33% |
| | 3 | 58% | 54% | 52% | 49% | 52% | 49% |
| Pain Management | 1 | 8% | 8% | 6% | 9% | 4% | 8% |
| | 2 | 7% | 6% | 7% | 9% | 12% | 12% |
| | 3 | 39% | 31% | 31% | 30% | 40% | 37% |

| | | | | | | | |
|------------------------------------|---|-----|-----|-----|-----|-----|-----|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Rheumatology | 1 | 26% | 24% | 13% | 17% | 24% | 38% |
| | 2 | 15% | 14% | 17% | 16% | 16% | 15% |
| | 3 | 52% | 46% | 45% | 45% | 50% | 45% |
| Urology | 1 | 21% | 25% | 14% | 22% | 17% | 14% |
| | 2 | 23% | 24% | 20% | 17% | 9% | 10% |
| | 3 | 46% | 44% | 45% | 44% | 39% | 36% |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

Table 41: 90th percentile waiting time in days, for specialist outpatient initial service events, by specialist clinic and urgency category (CAT), for selected months -
Atherton Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | 111 |
| | 3 | - | - | 484 | - | - | - |
| Ear Nose and Throat | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Endocrinology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Gastroenterology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| General Medicine | 1 | 114 | 140 | 210 | 155 | 133 | 80 |
| | 2 | 147 | 171 | 181 | 85 | 100 | 119 |
| | 3 | 141 | 139 | 175 | 173 | 211 | 232 |
| General Surgery | 1 | - | - | - | - | - | - |
| | 2 | 110 | 114 | 159 | 145 | 103 | 88 |
| | 3 | 163 | 134 | 163 | 188 | 174 | 193 |
| Gynaecology | 1 | - | - | - | - | - | - |
| | 2 | - | 44 | - | - | 102 | 112 |
| | 3 | 269 | 269 | 214 | 228 | 167 | 191 |
| Nephrology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Orthopaedic | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|--|---|---|---|---|---|---|---|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Rheumatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Urology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

Table 42: 90th percentile waiting time in days, for specialist outpatient initial service events, by specialist clinic and urgency category (CAT), for selected months - Beaudesert Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ear Nose and Throat | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Endocrinology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Gastroenterology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| General Medicine | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| General Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | 31 | 62 | 93 | - | 21 |
| | 3 | - | - | - | - | - | 152 |
| Gynaecology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Nephrology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Orthopaedic | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|--|---|---|---|---|---|---|---|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Rheumatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Urology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

Table 43: 90th percentile waiting time in days, for specialist outpatient initial service events, by specialist clinic and urgency category (CAT), for selected months - Bundaberg Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | 116 | - | - | - | 219 | - |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ear Nose and Throat | 1 | - | - | - | - | - | - |
| | 2 | 322 | 214 | 245 | 276 | 304 | - |
| | 3 | 1208 | 1093 | - | - | - | - |
| Endocrinology | 1 | - | - | - | - | - | - |
| | 2 | 252 | 218 | 233 | 260 | 285 | 222 |
| | 3 | 2688 | 2718 | 2749 | 2780 | 2808 | 2839 |
| Gastroenterology | 1 | 154 | - | - | - | - | - |
| | 2 | 279 | 293 | 297 | 315 | 309 | 350 |
| | 3 | - | - | - | 172 | - | - |
| General Medicine | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| General Surgery | 1 | 37 | 34 | 50 | 45 | 40 | 29 |
| | 2 | 500 | 373 | 301 | 288 | 235 | 201 |
| | 3 | 762 | 232 | 250 | 218 | 257 | 276 |
| Gynaecology | 1 | 72 | 77 | 97 | 69 | 90 | 94 |
| | 2 | 106 | 123 | 140 | 96 | 107 | 111 |
| | 3 | - | - | - | - | - | - |
| Nephrology | 1 | - | - | - | - | - | 24 |
| | 2 | 394 | 396 | 362 | 347 | 365 | 396 |
| | 3 | 873 | 819 | 848 | 879 | 903 | 926 |
| Neurology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Orthopaedic | 1 | 136 | 15 | 32 | 36 | 45 | 58 |
| | 2 | 893 | 902 | 921 | 961 | 910 | 934 |
| | 3 | 905 | 900 | 902 | 909 | 892 | 906 |
| Pain Management | 1 | 624 | 628 | 649 | 629 | 630 | 659 |
| | 2 | 1310 | 1338 | 1367 | 1386 | 1459 | 1466 |
| | 3 | 2619 | 2580 | 2611 | 2642 | 2598 | 2617 |

| | | | | | | | |
|------------------------------------|---|------|------|------|------|------|------|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Rheumatology | 1 | 209 | 190 | 191 | 215 | 218 | 123 |
| | 2 | 1662 | 1643 | 1580 | 1547 | 1407 | 1303 |
| | 3 | 615 | 645 | 676 | 707 | 731 | 764 |
| Urology | 1 | 36 | 38 | - | - | - | - |
| | 2 | 412 | 400 | 432 | 352 | 383 | 330 |
| | 3 | 1424 | 1461 | 1440 | 1476 | 1510 | 1547 |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

Table 44: 90th percentile waiting time in days, for specialist outpatient initial service events, by specialist clinic and urgency category (CAT), for selected months - Caboolture Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | 31 | 24 | 21 | - | - | - |
| | 2 | 227 | 235 | 242 | 200 | 194 | 176 |
| | 3 | 266 | 290 | 315 | 344 | 338 | 333 |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | 498 | - | - | - | - | - |
| | 2 | 156 | 163 | 187 | 201 | 225 | 222 |
| | 3 | 143 | 89 | 120 | 244 | 199 | 230 |
| Ear Nose and Throat | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Endocrinology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Gastroenterology | 1 | 62 | 18 | 31 | 22 | 30 | - |
| | 2 | 513 | 536 | 567 | 596 | 618 | 642 |
| | 3 | 983 | 1011 | 1033 | 1064 | 1084 | 1105 |
| General Medicine | 1 | 142 | - | - | 22 | 23 | 28 |
| | 2 | 128 | 137 | 168 | 163 | 505 | - |
| | 3 | - | - | - | - | - | - |
| General Surgery | 1 | 39 | 18 | 27 | 28 | 23 | 28 |
| | 2 | 95 | 109 | 82 | 95 | 109 | 116 |
| | 3 | 239 | 227 | 256 | 251 | 256 | 189 |
| Gynaecology | 1 | - | - | - | 17 | 23 | 27 |
| | 2 | 105 | 75 | 86 | 98 | 113 | 112 |
| | 3 | 218 | 207 | 224 | 246 | 236 | 238 |
| Nephrology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Orthopaedic | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|------------------------------------|---|------|------|------|------|------|------|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | - | - | - | - | - | - |
| | 2 | 103 | 151 | 182 | 183 | 211 | 242 |
| | 3 | - | - | 850 | 557 | 585 | - |
| Rheumatology | 1 | 58 | - | - | - | - | - |
| | 2 | 442 | 458 | 476 | 501 | 508 | 474 |
| | 3 | 1417 | 1447 | 1478 | 1509 | 1537 | 1568 |
| Urology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | 128 | 122 | 153 | - | - | - |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

Table 45: 90th percentile waiting time in days, for specialist outpatient initial service events, by specialist clinic and urgency category (CAT), for selected months - Cairns Base Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | 523 | 325 | 872 | 587 | 723 | 589 |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | 78 | 96 | 91 | 81 | 73 | 70 |
| | 2 | 188 | 212 | 237 | 255 | 261 | 278 |
| | 3 | 286 | 297 | 309 | 338 | 323 | 349 |
| Dermatology | 1 | 184 | 213 | 141 | 156 | 139 | 162 |
| | 2 | 428 | 434 | 444 | 397 | 393 | 393 |
| | 3 | 1004 | 1023 | 1053 | 1083 | 944 | 970 |
| Diabetes | 1 | 165 | 86 | 136 | 108 | 123 | 141 |
| | 2 | 223 | 192 | 205 | 168 | 143 | 118 |
| | 3 | 363 | 345 | 369 | 328 | 305 | 329 |
| Ear Nose and Throat | 1 | 216 | 38 | 51 | 34 | 26 | 23 |
| | 2 | 458 | 429 | 434 | 414 | 380 | 392 |
| | 3 | 584 | 569 | 594 | 592 | 598 | 606 |
| Endocrinology | 1 | 75 | 58 | 89 | 111 | 23 | 39 |
| | 2 | 244 | 248 | 226 | 259 | 193 | 163 |
| | 3 | 293 | 301 | 332 | 284 | 220 | 248 |
| Gastroenterology | 1 | 136 | 152 | 176 | 210 | 174 | 179 |
| | 2 | 240 | - | 338 | - | - | 173 |
| | 3 | - | - | - | - | - | - |
| General Medicine | 1 | 35 | 58 | - | 51 | 65 | - |
| | 2 | 49 | 50 | 65 | 89 | - | - |
| | 3 | 36 | - | 64 | 56 | - | 67 |
| General Surgery | 1 | 44 | 36 | 54 | 66 | 74 | 88 |
| | 2 | 273 | 297 | 323 | 353 | 377 | 388 |
| | 3 | 335 | 333 | 362 | 368 | 359 | 363 |
| Gynaecology | 1 | 69 | 53 | 82 | 107 | 56 | 73 |
| | 2 | 105 | 93 | 110 | 135 | 131 | 117 |
| | 3 | 184 | 199 | 223 | 212 | 231 | 243 |
| Nephrology | 1 | 153 | - | - | 155 | - | 214 |
| | 2 | 329 | 253 | 237 | 216 | 145 | 208 |
| | 3 | 253 | 243 | 227 | 257 | 186 | 208 |
| Neurology | 1 | - | 100 | 132 | 143 | 172 | 208 |
| | 2 | 882 | 823 | 326 | 352 | 368 | 399 |
| | 3 | 990 | 1020 | 767 | 798 | 551 | 584 |
| Neurosurgery | 1 | - | - | - | 449 | - | - |
| | 2 | 666 | 673 | 694 | 723 | 742 | 772 |
| | 3 | 754 | 802 | 830 | 854 | 869 | 893 |
| Ophthalmology | 1 | 177 | 141 | 235 | 226 | 153 | 322 |
| | 2 | 519 | 543 | 565 | 541 | 538 | 551 |
| | 3 | 861 | 856 | 875 | 895 | 903 | 918 |
| Orthopaedic | 1 | 35 | 26 | 40 | 45 | 43 | 73 |
| | 2 | 783 | 725 | 652 | 670 | 619 | 595 |
| | 3 | 617 | 785 | 804 | 830 | 854 | 874 |
| Pain Management | 1 | - | - | - | - | - | 5 |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|------------------------------------|---|------|------|------|------|------|------|
| Plastic and Reconstructive Surgery | 1 | - | - | 21 | - | - | - |
| | 2 | 1169 | 1194 | 1109 | 1062 | 1087 | 1118 |
| | 3 | 764 | 891 | 770 | 754 | 779 | 810 |
| Respiratory | 1 | 232 | 86 | 244 | 113 | 75 | 75 |
| | 2 | 289 | 308 | 335 | 329 | 334 | 327 |
| | 3 | 630 | 660 | 690 | 696 | 710 | 742 |
| Rheumatology | 1 | 91 | 65 | 79 | 95 | 36 | 56 |
| | 2 | 149 | 125 | 105 | 127 | 150 | 143 |
| | 3 | - | - | - | - | - | - |
| Urology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Vascular Surgery | 1 | - | 32 | - | - | - | - |
| | 2 | 216 | 223 | 250 | 281 | 307 | 301 |
| | 3 | 481 | 503 | 533 | 557 | 584 | 615 |

Table 46: 90th percentile waiting time in days, for specialist outpatient initial service events, by specialist clinic and urgency category (CAT), for selected months - Caloundra Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | - | - | - | - | - | - |
| | 2 | - | 36 | 61 | - | 88 | - |
| | 3 | 74 | 72 | 100 | - | - | - |
| Ear Nose and Throat | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Endocrinology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Gastroenterology | 1 | 85 | 100 | 89 | 788 | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| General Medicine | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | 216 |
| General Surgery | 1 | - | 29 | 33 | - | - | - |
| | 2 | 126 | 112 | 132 | 152 | 141 | 159 |
| | 3 | - | - | - | - | - | - |
| Gynaecology | 1 | - | - | - | - | - | - |
| | 2 | 154 | 149 | 162 | 187 | 203 | 117 |
| | 3 | - | - | - | - | - | - |
| Nephrology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | 43 | 26 | 37 | 42 | 54 | 37 |
| | 2 | 265 | 267 | 281 | 305 | 315 | 310 |
| | 3 | 1370 | 1395 | 1421 | 1443 | 1464 | 1488 |
| Orthopaedic | 1 | 8 | 7 | - | - | - | - |
| | 2 | - | - | - | 583 | 622 | - |
| | 3 | - | - | - | - | - | - |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|--|---|---|---|---|---|---|---|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Rheumatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Urology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

Table 47: 90th percentile waiting time in days, for specialist outpatient initial service events, by specialist clinic and urgency category (CAT), for selected months - Emerald Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ear Nose and Throat | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Endocrinology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Gastroenterology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| General Medicine | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| General Surgery | 1 | - | 29 | 35 | - | 38 | 41 |
| | 2 | 58 | 88 | 119 | 140 | 146 | 129 |
| | 3 | 170 | 200 | 231 | 262 | 290 | 321 |
| Gynaecology | 1 | - | - | - | - | - | - |
| | 2 | 75 | - | - | - | - | 50 |
| | 3 | 169 | - | - | - | - | - |
| Nephrology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Orthopaedic | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|--|---|---|---|---|---|---|---|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Rheumatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Urology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

Table 48: 90th percentile waiting time in days, for specialist outpatient initial service events, by specialist clinic and urgency category (CAT), for selected months - Gladstone Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | - | 6 | - | 55 | 81 | 114 |
| | 2 | - | 11 | 35 | 65 | 89 | 111 |
| | 3 | - | - | - | - | - | - |
| Dermatology | 1 | - | - | - | 129 | 162 | 193 |
| | 2 | 67 | 124 | 133 | 147 | 165 | 185 |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | - | - | - | - | - | - |
| | 2 | - | 93 | 124 | 155 | 183 | 214 |
| | 3 | - | - | - | - | - | - |
| Ear Nose and Throat | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Endocrinology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Gastroenterology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| General Medicine | 1 | - | - | - | - | - | - |
| | 2 | 86 | 107 | 141 | 169 | 176 | 204 |
| | 3 | 247 | 240 | 168 | 199 | 243 | 300 |
| General Surgery | 1 | 52 | 87 | 104 | 128 | 25 | 40 |
| | 2 | 128 | 88 | 116 | 116 | 50 | 53 |
| | 3 | 186 | 178 | 206 | 174 | 202 | 233 |
| Gynaecology | 1 | 23 | - | - | - | - | - |
| | 2 | 106 | 145 | 179 | 186 | 120 | 102 |
| | 3 | 107 | 128 | 156 | 150 | 169 | 169 |
| Nephrology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Orthopaedic | 1 | - | - | - | - | - | - |
| | 2 | 438 | 399 | 407 | 425 | 387 | 389 |
| | 3 | 321 | 267 | 292 | 323 | 347 | 372 |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|--|---|---|---|---|---|---|---|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Rheumatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Urology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

Table 49: 90th percentile waiting time in days, for specialist outpatient initial service events, by specialist clinic and urgency category (CAT), for selected months - Gold Coast Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | 33 | 31 | 70 | 74 | 97 | 61 |
| | 2 | - | - | - | 106 | 11 | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | 127 | 114 | 137 | 157 | 184 | 200 |
| | 2 | 540 | 533 | 546 | 571 | 579 | 573 |
| | 3 | 254 | 263 | 260 | 290 | 316 | 303 |
| Dermatology | 1 | 105 | 107 | 131 | 114 | 142 | - |
| | 2 | 735 | 752 | 780 | 810 | 824 | 754 |
| | 3 | 934 | 939 | 962 | 991 | 1017 | 1004 |
| Diabetes | 1 | 155 | 183 | 178 | 183 | 164 | 162 |
| | 2 | 385 | 314 | 267 | 344 | 291 | 328 |
| | 3 | - | - | - | - | - | - |
| Ear Nose and Throat | 1 | 83 | 58 | 78 | 87 | 96 | 130 |
| | 2 | 772 | 780 | 794 | 802 | 757 | 749 |
| | 3 | 1246 | 1270 | 1299 | 1313 | 1338 | 1341 |
| Endocrinology | 1 | 127 | 145 | 137 | 158 | 113 | 113 |
| | 2 | 374 | 397 | 426 | 428 | 445 | 463 |
| | 3 | 524 | 550 | 524 | 501 | 526 | 557 |
| Gastroenterology | 1 | 613 | 548 | 517 | 456 | 469 | 474 |
| | 2 | 682 | 678 | 698 | 714 | 739 | 740 |
| | 3 | 478 | 508 | 539 | 569 | 596 | 627 |
| General Medicine | 1 | 76 | 75 | 85 | 79 | 80 | 82 |
| | 2 | 65 | 55 | 56 | 72 | 92 | 68 |
| | 3 | - | - | - | - | 92 | - |
| General Surgery | 1 | 69 | 66 | 82 | 91 | 101 | 103 |
| | 2 | 534 | 534 | 532 | 542 | 561 | 573 |
| | 3 | 495 | 462 | 488 | 535 | 552 | 641 |
| Gynaecology | 1 | 71 | 75 | 103 | 89 | 108 | 94 |
| | 2 | 195 | 216 | 208 | 221 | 225 | 248 |
| | 3 | 489 | 501 | 516 | 513 | 494 | 509 |
| Nephrology | 1 | 143 | 120 | 127 | 138 | 129 | 82 |
| | 2 | 155 | - | 102 | 230 | 241 | - |
| | 3 | - | - | - | - | - | - |
| Neurology | 1 | 225 | 255 | 276 | 278 | 211 | 236 |
| | 2 | 168 | 158 | 163 | 145 | 145 | 157 |
| | 3 | 799 | - | 885 | - | - | - |
| Neurosurgery | 1 | 181 | 141 | 227 | 114 | 124 | 145 |
| | 2 | 898 | 932 | 953 | 982 | 1008 | 1019 |
| | 3 | 517 | 448 | 470 | 497 | 509 | 537 |
| Ophthalmology | 1 | 108 | 81 | 93 | 128 | 152 | 184 |
| | 2 | 332 | 325 | 343 | 352 | 343 | 326 |
| | 3 | 1198 | 1215 | 1235 | 1154 | 1134 | 1152 |
| Orthopaedic | 1 | 38 | 23 | 40 | 30 | 31 | 40 |
| | 2 | 512 | 496 | 494 | 499 | 490 | 504 |
| | 3 | 661 | 662 | 682 | 701 | 715 | 734 |
| Pain Management | 1 | 127 | 137 | 117 | 128 | 118 | 144 |
| | 2 | 1093 | 917 | 894 | 977 | 929 | 951 |
| | 3 | 744 | 774 | 805 | 836 | 864 | 898 |

| | | | | | | | |
|------------------------------------|---|------|------|------|------|------|------|
| Plastic and Reconstructive Surgery | 1 | 49 | 44 | 46 | 53 | 94 | 111 |
| | 2 | 234 | 176 | 125 | 151 | 155 | 173 |
| | 3 | 411 | 429 | 458 | 421 | 437 | 439 |
| Respiratory | 1 | 126 | 140 | 161 | 172 | 193 | 191 |
| | 2 | 303 | 312 | 334 | 340 | 344 | 340 |
| | 3 | 208 | 248 | 279 | 281 | 273 | 256 |
| Rheumatology | 1 | 447 | 452 | 470 | 490 | 514 | 522 |
| | 2 | 1200 | 1230 | 1259 | 1275 | 1306 | 1333 |
| | 3 | 1320 | 1350 | 1366 | 1392 | 1426 | 1448 |
| Urology | 1 | 91 | 108 | 128 | 125 | 122 | 107 |
| | 2 | 118 | 102 | 110 | 121 | 143 | 158 |
| | 3 | 491 | 526 | 550 | 502 | 494 | 504 |
| Vascular Surgery | 1 | 43 | 37 | 51 | 39 | 44 | 64 |
| | 2 | 59 | 91 | 75 | 77 | 53 | 64 |
| | 3 | 52 | 88 | 111 | - | - | - |

Table 50: 90th percentile waiting time in days, for specialist outpatient initial service events, by specialist clinic and urgency category (CAT), for selected months - Gympie Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ear Nose and Throat | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Endocrinology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Gastroenterology | 1 | - | - | - | - | - | - |
| | 2 | 532 | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| General Medicine | 1 | - | - | 83 | 70 | - | - |
| | 2 | 105 | 85 | 122 | 144 | 112 | 119 |
| | 3 | - | - | - | - | - | - |
| General Surgery | 1 | - | - | - | 43 | - | - |
| | 2 | 69 | 68 | 77 | 97 | 99 | 83 |
| | 3 | 238 | 253 | 260 | 260 | 255 | 261 |
| Gynaecology | 1 | 48 | 32 | 60 | 72 | 96 | 94 |
| | 2 | 204 | 222 | 253 | 277 | 280 | 295 |
| | 3 | 296 | 308 | 339 | 370 | 403 | 438 |
| Nephrology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Orthopaedic | 1 | - | - | 5 | 14 | 13 | - |
| | 2 | - | 94 | 76 | 107 | 131 | 130 |
| | 3 | 470 | 486 | 498 | 526 | 526 | 552 |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|--|---|---|---|---|---|---|---|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Rheumatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Urology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

Table 51: 90th percentile waiting time in days, for specialist outpatient initial service events, by specialist clinic and urgency category (CAT), for selected months - Hervey Bay Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | 150 | 177 | 47 | 51 | 62 | - |
| | 2 | 72 | 87 | 55 | 52 | 74 | - |
| | 3 | - | - | - | - | - | - |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ear Nose and Throat | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Endocrinology | 1 | - | - | - | - | - | - |
| | 2 | 184 | 149 | 154 | - | - | - |
| | 3 | - | - | - | 364 | 384 | 170 |
| Gastroenterology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| General Medicine | 1 | 140 | 50 | 61 | 92 | 42 | 67 |
| | 2 | 200 | 184 | 206 | 185 | 198 | 195 |
| | 3 | 620 | 638 | 669 | 693 | 645 | 543 |
| General Surgery | 1 | 40 | 40 | 59 | 42 | 44 | 76 |
| | 2 | 200 | 187 | 201 | 193 | 198 | 164 |
| | 3 | 1257 | 1093 | 1029 | 1030 | 1012 | 986 |
| Gynaecology | 1 | 25 | - | - | - | - | 30 |
| | 2 | 85 | 57 | 68 | 95 | 113 | 104 |
| | 3 | 169 | 191 | 207 | 228 | 249 | 272 |
| Nephrology | 1 | - | - | - | - | - | - |
| | 2 | 69 | 74 | 96 | 110 | 119 | 125 |
| | 3 | - | - | - | - | - | - |
| Neurology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Orthopaedic | 1 | - | - | - | 36 | - | 43 |
| | 2 | 567 | 569 | 597 | 620 | 637 | 668 |
| | 3 | 1600 | 1579 | 1589 | 1574 | 1479 | 1549 |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|------------------------------------|---|-----|-----|-----|-----|-----|-----|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Rheumatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Urology | 1 | 252 | 272 | 299 | 321 | 319 | 347 |
| | 2 | 776 | 792 | 825 | 852 | 724 | 768 |
| | 3 | 647 | 850 | 813 | 472 | 647 | 606 |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

Table 52: 90th percentile waiting time in days, for specialist outpatient initial service events, by specialist clinic and urgency category (CAT), for selected months -
Innisfail Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ear Nose and Throat | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Endocrinology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Gastroenterology | 1 | 133 | 163 | 194 | 225 | 253 | 268 |
| | 2 | 385 | 415 | 446 | 472 | 490 | 516 |
| | 3 | - | - | - | - | - | - |
| General Medicine | 1 | - | - | - | - | - | - |
| | 2 | 68 | 109 | 134 | 161 | - | 220 |
| | 3 | - | - | - | - | - | - |
| General Surgery | 1 | 41 | 57 | 70 | 95 | - | - |
| | 2 | 219 | 135 | 157 | 185 | 211 | 202 |
| | 3 | 136 | 150 | 180 | 209 | 225 | 252 |
| Gynaecology | 1 | - | - | - | - | - | - |
| | 2 | 217 | 163 | 196 | 225 | 260 | 367 |
| | 3 | 371 | 378 | 407 | 429 | 368 | 399 |
| Nephrology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Orthopaedic | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|--|---|---|---|---|---|---|---|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Rheumatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Urology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

Table 53: 90th percentile waiting time in days, for specialist outpatient initial service events, by specialist clinic and urgency category (CAT), for selected months - Ipswich Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | - | - | - | - | - | - |
| | 2 | 138 | 157 | 166 | 176 | 189 | 176 |
| | 3 | 133 | 132 | 131 | 153 | 186 | 212 |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | 52 | 46 | - | 25 | 52 | 35 |
| | 2 | 201 | 202 | 246 | 184 | 182 | 185 |
| | 3 | - | - | - | - | - | - |
| Ear Nose and Throat | 1 | 17 | 27 | 30 | 18 | 25 | 27 |
| | 2 | 226 | 226 | 292 | 264 | 277 | 279 |
| | 3 | 400 | 389 | 512 | 388 | 339 | 324 |
| Endocrinology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Gastroenterology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| General Medicine | 1 | - | - | - | - | - | - |
| | 2 | 111 | 96 | 139 | 130 | 142 | 143 |
| | 3 | 157 | 109 | - | 156 | 177 | 196 |
| General Surgery | 1 | 29 | 13 | 12 | 11 | 12 | 27 |
| | 2 | 223 | 211 | 242 | 232 | 231 | 236 |
| | 3 | - | - | - | - | - | - |
| Gynaecology | 1 | 42 | 30 | 32 | 35 | 44 | 36 |
| | 2 | 105 | 89 | 161 | 134 | 140 | 152 |
| | 3 | 118 | 125 | 227 | 142 | 136 | 153 |
| Nephrology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | - | - | - | - | - | - |
| | 2 | 766 | 779 | - | 828 | 839 | 859 |
| | 3 | 1200 | 1202 | - | 1244 | 1250 | 1240 |
| Orthopaedic | 1 | 15 | 11 | 15 | 25 | 24 | 18 |
| | 2 | 160 | 171 | 229 | 214 | 215 | 230 |
| | 3 | 553 | 555 | 662 | 604 | 604 | 592 |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|------------------------------------|---|------|------|-----|-----|-----|-----|
| Plastic and Reconstructive Surgery | 1 | 39 | 38 | 49 | 72 | 43 | 54 |
| | 2 | 701 | 712 | 250 | 748 | 769 | 795 |
| | 3 | 764 | 245 | - | 262 | 263 | 277 |
| Respiratory | 1 | - | - | - | - | 17 | - |
| | 2 | 128 | 131 | 110 | 185 | 210 | 217 |
| | 3 | 164 | 167 | 72 | 198 | 254 | 278 |
| Rheumatology | 1 | - | - | - | - | 29 | - |
| | 2 | 361 | 388 | - | 430 | 409 | 396 |
| | 3 | 523 | 520 | - | 563 | 571 | 602 |
| Urology | 1 | - | - | - | - | - | - |
| | 2 | 285 | 266 | 179 | 266 | 258 | 259 |
| | 3 | 1032 | 1002 | - | 983 | 951 | 969 |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

Table 54: 90th percentile waiting time in days, for specialist outpatient initial service events, by specialist clinic and urgency category (CAT), for selected months - Kingaroy Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | - | - | - | - | - | - |
| | 2 | 634 | 605 | 656 | 869 | 864 | 1610 |
| | 3 | 1900 | 1930 | 1961 | 1992 | 2020 | 2051 |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ear Nose and Throat | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Endocrinology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Gastroenterology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| General Medicine | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| General Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Gynaecology | 1 | 301 | 331 | 362 | 393 | 421 | 452 |
| | 2 | 534 | 565 | 595 | 644 | 666 | 674 |
| | 3 | 714 | 744 | 768 | 798 | 827 | 862 |
| Nephrology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Orthopaedic | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|--|---|---|---|---|---|---|---|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Rheumatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Urology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

Table 55: 90th percentile waiting time in days, for specialist outpatient initial service events, by specialist clinic and urgency category (CAT), for selected months - Logan Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | 42 | 56 | 46 | 70 | 43 | 68 |
| | 2 | 241 | 191 | 190 | 208 | 224 | 245 |
| | 3 | 2597 | 2489 | 2405 | 2419 | 2464 | 2638 |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | - | - | - | - | - | - |
| | 2 | 1167 | 1176 | 1205 | 1239 | 1239 | 1257 |
| | 3 | 2683 | 2713 | 2744 | 2741 | 2463 | 2428 |
| Ear Nose and Throat | 1 | 35 | 56 | 47 | 66 | - | 52 |
| | 2 | 246 | 229 | 245 | 277 | 737 | 712 |
| | 3 | 925 | 955 | 944 | 963 | 956 | 902 |
| Endocrinology | 1 | 40 | - | 64 | 75 | 76 | 51 |
| | 2 | 823 | 800 | 766 | 794 | 817 | 844 |
| | 3 | 2608 | 2631 | 2657 | 2729 | 2769 | 2800 |
| Gastroenterology | 1 | 50 | 50 | 49 | 72 | 49 | 56 |
| | 2 | 472 | 500 | 529 | 560 | 577 | 605 |
| | 3 | 1431 | 884 | 882 | 935 | 911 | 970 |
| General Medicine | 1 | 44 | 41 | 48 | 71 | 94 | 103 |
| | 2 | 372 | 375 | 399 | 429 | 456 | 485 |
| | 3 | 2699 | 2712 | 2739 | 2720 | 2647 | 2691 |
| General Surgery | 1 | 36 | - | 16 | 46 | 25 | 35 |
| | 2 | 273 | 257 | 281 | 309 | 311 | 335 |
| | 3 | 2194 | 2174 | 2095 | 1997 | 1547 | 1089 |
| Gynaecology | 1 | 38 | 29 | 58 | 55 | 23 | 25 |
| | 2 | 87 | 85 | 109 | 128 | 142 | 167 |
| | 3 | 2732 | 2745 | 2768 | 2788 | 2820 | 2695 |
| Nephrology | 1 | 64 | 35 | - | - | - | - |
| | 2 | 119 | 117 | 148 | 135 | 127 | 127 |
| | 3 | 2335 | 2350 | 2304 | 2294 | 2218 | 2228 |
| Neurology | 1 | - | - | - | - | 28 | 58 |
| | 2 | 80 | - | 68 | - | 44 | 70 |
| | 3 | 779 | 792 | 804 | 828 | 850 | 880 |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Orthopaedic | 1 | 42 | 36 | - | 45 | 34 | 31 |
| | 2 | 345 | 345 | 370 | 394 | 410 | 426 |
| | 3 | 2368 | 2238 | 2147 | 2174 | 2092 | 2030 |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | 2658 | 2690 | - | - | - | - |

| | | | | | | | |
|--|---|------|------|------|------|------|------|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | 86 | 91 | 103 | 134 | 126 | 147 |
| | 3 | 789 | 801 | 817 | 848 | 868 | 877 |
| Respiratory | 1 | 56 | - | - | 68 | 65 | - |
| | 2 | 543 | 543 | 559 | 589 | 615 | 636 |
| | 3 | 2153 | 2075 | 1858 | 1854 | 1676 | 1704 |
| Rheumatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Urology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

Table 56: 90th percentile waiting time in days, for specialist outpatient initial service events, by specialist clinic and urgency category (CAT), for selected months - Mackay Base Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | 50 | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | 20 | 40 | 71 | 102 | 112 | 146 |
| | 2 | 114 | 131 | 161 | 169 | 181 | 186 |
| | 3 | 269 | 299 | 330 | 361 | 389 | 420 |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | - | 787 | - | 515 | 379 | 574 |
| | 2 | 56 | 85 | 184 | 183 | 171 | 133 |
| | 3 | 261 | 291 | 320 | 351 | 379 | 410 |
| Ear Nose and Throat | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Endocrinology | 1 | - | - | - | - | 37 | 64 |
| | 2 | - | 45 | 196 | 232 | 144 | 154 |
| | 3 | - | - | - | - | - | - |
| Gastroenterology | 1 | - | - | - | - | 9 | 19 |
| | 2 | - | - | - | - | 72 | 113 |
| | 3 | - | - | - | - | - | - |
| General Medicine | 1 | 27 | 47 | 65 | 84 | 65 | 85 |
| | 2 | 359 | 271 | 268 | 260 | 232 | 227 |
| | 3 | 338 | 361 | 393 | 411 | 351 | 376 |
| General Surgery | 1 | 22 | 22 | 39 | 28 | 35 | 40 |
| | 2 | 36 | 32 | 53 | 74 | 47 | 45 |
| | 3 | 186 | - | - | - | - | - |
| Gynaecology | 1 | - | - | - | - | 12 | 23 |
| | 2 | 58 | 71 | 83 | 68 | 56 | 67 |
| | 3 | 80 | 83 | 90 | 120 | 111 | 127 |
| Nephrology | 1 | - | - | - | - | - | - |
| | 2 | 162 | 159 | 175 | 206 | 226 | 243 |
| | 3 | 519 | 546 | 577 | 604 | 640 | 670 |
| Neurology | 1 | 65 | 84 | 105 | 120 | 25 | 53 |
| | 2 | 74 | 97 | 127 | 152 | 154 | 174 |
| | 3 | - | 97 | 125 | 154 | 177 | 207 |
| Neurosurgery | 1 | 95 | 42 | 59 | 35 | 30 | 47 |
| | 2 | 893 | 913 | 937 | 904 | 840 | 775 |
| | 3 | 1416 | 1441 | 1464 | 1485 | 1436 | 1456 |
| Ophthalmology | 1 | - | - | - | - | - | - |
| | 2 | 371 | 401 | 432 | 463 | 491 | 522 |
| | 3 | 883 | 912 | 937 | 974 | 1002 | 1033 |
| Orthopaedic | 1 | 21 | 32 | 60 | 43 | 37 | 38 |
| | 2 | 490 | 493 | 509 | 495 | 493 | 522 |
| | 3 | 1731 | 1665 | 1608 | 1636 | 1667 | 1666 |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | 398 |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|------------------------------------|---|------|------|------|------|------|------|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | - | 32 | 53 | 87 | 100 | 110 |
| | 2 | 106 | 118 | 151 | 182 | 223 | 254 |
| | 3 | 294 | 327 | 354 | 252 | 269 | 297 |
| Rheumatology | 1 | - | - | - | - | - | 72 |
| | 2 | 63 | 85 | 101 | 109 | 134 | 164 |
| | 3 | - | - | - | - | - | - |
| Urology | 1 | 31 | 23 | 33 | 25 | 43 | 68 |
| | 2 | 204 | 205 | 224 | 249 | 233 | 256 |
| | 3 | 438 | 449 | 484 | 483 | 501 | 511 |
| Vascular Surgery | 1 | 75 | 84 | 97 | 106 | 97 | - |
| | 2 | 207 | 244 | 266 | 308 | 329 | 356 |
| | 3 | 1581 | 1517 | 1516 | 1532 | 1544 | 1591 |

Table 57: 90th percentile waiting time in days, for specialist outpatient initial service events, by specialist clinic and urgency category (CAT), for selected months - Maryborough Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | 659 | 689 | 720 | 751 | 779 | 810 |
| | 2 | - | 815 | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ear Nose and Throat | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Endocrinology | 1 | - | - | - | - | - | - |
| | 2 | - | 183 | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Gastroenterology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| General Medicine | 1 | - | - | - | - | 45 | - |
| | 2 | 417 | 446 | 381 | 414 | 390 | 417 |
| | 3 | 646 | 675 | 705 | 735 | 736 | 520 |
| General Surgery | 1 | - | 29 | - | 42 | - | - |
| | 2 | 155 | 142 | 186 | 196 | 179 | 196 |
| | 3 | 1381 | 1227 | 1205 | 1081 | 984 | 794 |
| Gynaecology | 1 | - | - | - | - | - | - |
| | 2 | 73 | 59 | 73 | 91 | 112 | 143 |
| | 3 | - | - | - | 46 | 70 | - |
| Nephrology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | 86 | 114 | 143 |
| | 3 | - | - | - | - | - | - |
| Neurology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | - | - | - | - | - | - |
| | 2 | 803 | 836 | 868 | 897 | 925 | 962 |
| | 3 | 889 | 933 | 964 | 994 | 1022 | 1046 |
| Orthopaedic | 1 | - | - | - | - | - | - |
| | 2 | 574 | 597 | 628 | 656 | 668 | 704 |
| | 3 | 1448 | 1480 | 1500 | 1530 | 1558 | 1593 |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|------------------------------------|---|-----|-----|-----|-----|------|------|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Rheumatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Urology | 1 | 228 | 245 | 276 | 304 | 306 | 337 |
| | 2 | 808 | 776 | 837 | 875 | 916 | 953 |
| | 3 | 927 | 927 | 958 | 994 | 1022 | 1058 |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

Table 58: 90th percentile waiting time in days, for specialist outpatient initial service events, by specialist clinic and urgency category (CAT), for selected months - Mount Isa Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | 853 | 794 | 794 | 655 | 853 | 768 |
| | 2 | 898 | 926 | 958 | 988 | 1016 | 1041 |
| | 3 | 960 | 990 | 1019 | 1048 | 1087 | 1123 |
| Dermatology | 1 | 450 | 370 | 401 | 370 | 429 | 417 |
| | 2 | 872 | 900 | 929 | 945 | 994 | 1021 |
| | 3 | 446 | 475 | 506 | 537 | 567 | 598 |
| Diabetes | 1 | - | 215 | 246 | - | - | 336 |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ear Nose and Throat | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Endocrinology | 1 | 708 | - | 751 | - | - | - |
| | 2 | 867 | 955 | 986 | 1132 | 1059 | 672 |
| | 3 | - | - | - | - | - | - |
| Gastroenterology | 1 | 608 | 721 | 752 | 838 | 1053 | 1034 |
| | 2 | 1298 | 1328 | 1357 | 1388 | 1423 | 1454 |
| | 3 | 864 | 894 | 925 | 955 | 987 | 1018 |
| General Medicine | 1 | 63 | 73 | 97 | 115 | 134 | 169 |
| | 2 | 183 | 158 | 150 | 165 | 142 | 173 |
| | 3 | 137 | 158 | 196 | 163 | 136 | - |
| General Surgery | 1 | 66 | 85 | 117 | 146 | 141 | - |
| | 2 | 65 | 93 | 116 | 108 | 145 | 75 |
| | 3 | - | 107 | 139 | - | 209 | - |
| Gynaecology | 1 | 149 | 101 | 132 | 135 | 130 | 241 |
| | 2 | 201 | 163 | 194 | 173 | 181 | 210 |
| | 3 | 175 | 136 | 176 | 182 | 184 | 190 |
| Nephrology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | 826 | 857 | 885 | 917 | 949 | 976 |
| | 2 | 1004 | 1034 | 1063 | 1096 | 1124 | 1153 |
| | 3 | 463 | 485 | 515 | 539 | 566 | 577 |
| Orthopaedic | 1 | 72 | 86 | 163 | 182 | 65 | 19 |
| | 2 | 43 | 33 | 56 | 85 | 87 | 73 |
| | 3 | - | - | - | - | - | - |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|------------------------------------|---|-----|-----|-----|------|------|-----|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | 912 | 942 | 973 | 1004 | 1103 | - |
| | 3 | 758 | 788 | 819 | 850 | 896 | - |
| Respiratory | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Rheumatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Urology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | 363 | 323 | 354 | 376 | 403 | 429 |

Table 59: 90th percentile waiting time in days, for specialist outpatient initial service events, by specialist clinic and urgency category (CAT), for selected months - Nambour Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | 13 | 32 | - | 30 | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | 59 | 54 | 62 | 74 | 80 | 48 |
| | 2 | 644 | 663 | 678 | 683 | 710 | 735 |
| | 3 | 963 | 993 | 1024 | 1055 | 1083 | 1114 |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | 65 | 52 | 80 | 68 | 39 | 49 |
| | 2 | 249 | 194 | 280 | 147 | 93 | 91 |
| | 3 | - | - | - | - | - | - |
| Ear Nose and Throat | 1 | 66 | - | - | - | - | - |
| | 2 | 129 | 158 | 173 | 200 | 195 | 168 |
| | 3 | 322 | 339 | 357 | 387 | 410 | 441 |
| Endocrinology | 1 | 41 | 88 | 92 | 57 | 50 | 37 |
| | 2 | 278 | 255 | 181 | 142 | 148 | 132 |
| | 3 | - | - | - | - | - | - |
| Gastroenterology | 1 | 57 | 75 | 120 | 94 | 79 | 81 |
| | 2 | 1361 | 853 | 812 | 640 | 640 | 622 |
| | 3 | - | - | - | - | - | - |
| General Medicine | 1 | 123 | 184 | 218 | 240 | 56 | 47 |
| | 2 | 338 | 362 | 419 | 606 | - | - |
| | 3 | - | - | - | - | - | - |
| General Surgery | 1 | 30 | 28 | 43 | 34 | 36 | 35 |
| | 2 | 254 | 281 | 293 | 317 | 344 | 376 |
| | 3 | 1211 | 1136 | 1106 | 1103 | 1116 | 1103 |
| Gynaecology | 1 | 22 | 30 | 35 | 37 | 38 | 36 |
| | 2 | 119 | 120 | 136 | 135 | 132 | 144 |
| | 3 | 428 | 456 | 487 | 514 | 541 | 571 |
| Nephrology | 1 | - | - | - | - | - | - |
| | 2 | 79 | 95 | 121 | 144 | 153 | 118 |
| | 3 | 254 | 283 | 309 | 335 | 361 | 390 |
| Neurology | 1 | - | - | - | - | 19 | - |
| | 2 | 167 | 176 | 189 | 206 | 228 | 241 |
| | 3 | - | - | - | - | - | - |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Orthopaedic | 1 | 21 | 11 | 15 | 12 | 15 | 20 |
| | 2 | 437 | 452 | 473 | 498 | 503 | 521 |
| | 3 | 378 | 407 | 438 | 469 | 497 | 528 |
| Pain Management | 1 | 67 | - | - | - | - | - |
| | 2 | 485 | 322 | 427 | - | - | - |
| | 3 | 1056 | 677 | 481 | 351 | 269 | 130 |

| | | | | | | | |
|------------------------------------|---|------|------|------|------|------|------|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | 105 | 51 | 71 | 61 | 50 | - |
| | 2 | 646 | 579 | 595 | 573 | 590 | 598 |
| | 3 | 2319 | 2349 | 2363 | 2394 | 2456 | 2487 |
| Rheumatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Urology | 1 | 42 | 22 | 53 | 33 | 50 | 32 |
| | 2 | 631 | 648 | 678 | 696 | 697 | 697 |
| | 3 | 1725 | 1726 | 1752 | 1780 | 1802 | 1832 |
| Vascular Surgery | 1 | 26 | 9 | - | - | 15 | - |
| | 2 | 55 | 57 | 35 | - | 22 | 33 |
| | 3 | 273 | - | - | - | - | - |

Table 60: 90th percentile waiting time in days, for specialist outpatient initial service events, by specialist clinic and urgency category (CAT), for selected months - Queen Elizabeth II Jubilee Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | - | - | - | - | - | - |
| | 2 | 72 | 105 | 144 | 131 | 137 | 67 |
| | 3 | - | - | - | - | - | - |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ear Nose and Throat | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Endocrinology | 1 | - | - | - | - | - | - |
| | 2 | 289 | 240 | 265 | 166 | 107 | 130 |
| | 3 | 1329 | 379 | 410 | - | - | 500 |
| Gastroenterology | 1 | 176 | 164 | 173 | 179 | 190 | 216 |
| | 2 | 1311 | 1311 | 1335 | 1276 | 1280 | 1295 |
| | 3 | 2637 | 2700 | 2764 | 2718 | 2393 | 2424 |
| General Medicine | 1 | - | - | - | - | - | 55 |
| | 2 | 86 | 58 | 76 | 95 | 94 | 119 |
| | 3 | - | - | 61 | 88 | 115 | 141 |
| General Surgery | 1 | 42 | 58 | 57 | 50 | 52 | 39 |
| | 2 | 127 | 546 | 125 | 115 | 136 | 151 |
| | 3 | 183 | 186 | 156 | 169 | 188 | 161 |
| Gynaecology | 1 | 130 | 137 | 276 | 78 | 49 | 70 |
| | 2 | 87 | 101 | 111 | 108 | 105 | 117 |
| | 3 | 419 | 450 | 475 | 487 | 507 | 536 |
| Nephrology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurology | 1 | - | - | - | - | - | - |
| | 2 | 262 | 200 | 223 | 212 | 236 | 265 |
| | 3 | 337 | 317 | 288 | 317 | 291 | 277 |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | - | - | - | - | - | - |
| | 2 | 868 | - | - | - | - | - |
| | 3 | 808 | 796 | 818 | 831 | 826 | 813 |
| Orthopaedic | 1 | 497 | - | - | - | - | - |
| | 2 | 696 | 435 | 463 | 316 | 250 | 273 |
| | 3 | 778 | 792 | 812 | 821 | 800 | 782 |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|------------------------------------|---|------|------|------|------|------|------|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | - | - | 868 | 800 | - | 89 |
| | 2 | 170 | 241 | 265 | 262 | 252 | 274 |
| | 3 | - | - | - | - | - | - |
| Rheumatology | 1 | 121 | 131 | 149 | 160 | - | 220 |
| | 2 | 241 | 268 | 284 | 298 | 264 | 334 |
| | 3 | 387 | 408 | 439 | 464 | 492 | 516 |
| Urology | 1 | 167 | 103 | 198 | 143 | 144 | 174 |
| | 2 | 1200 | 1198 | 1219 | 1079 | 1109 | 1134 |
| | 3 | 2043 | 2069 | 2093 | 2029 | 2058 | 2077 |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

Table 61: 90th percentile waiting time in days, for specialist outpatient initial service events, by specialist clinic and urgency category (CAT), for selected months - Redcliffe Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | - | - | - | - | - | - |
| | 2 | 227 | 172 | 187 | 210 | 218 | 227 |
| | 3 | 455 | 447 | 476 | 500 | 507 | 526 |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ear Nose and Throat | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Endocrinology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | 109 | 114 |
| Gastroenterology | 1 | - | - | - | - | - | - |
| | 2 | 423 | 453 | 484 | 513 | 547 | 479 |
| | 3 | 1212 | 1242 | 1273 | 1312 | 1358 | 1335 |
| General Medicine | 1 | 53 | 38 | 59 | 65 | 31 | 50 |
| | 2 | 83 | 80 | 100 | 114 | 113 | 101 |
| | 3 | 418 | 405 | 354 | 259 | 283 | 224 |
| General Surgery | 1 | 49 | 23 | 53 | 42 | 33 | 44 |
| | 2 | 323 | 274 | 273 | 221 | 217 | 217 |
| | 3 | 484 | 503 | 228 | 214 | 212 | 230 |
| Gynaecology | 1 | 42 | 17 | 28 | 21 | 91 | 29 |
| | 2 | 150 | 155 | 154 | 171 | 185 | 180 |
| | 3 | 336 | 354 | 384 | 406 | 417 | 416 |
| Nephrology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurology | 1 | - | - | - | - | 39 | 57 |
| | 2 | 71 | 84 | 97 | 105 | 86 | 101 |
| | 3 | 162 | 168 | 193 | 191 | 192 | 223 |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Orthopaedic | 1 | 55 | 60 | 72 | 80 | 95 | 106 |
| | 2 | 582 | 615 | 642 | 639 | 681 | 693 |
| | 3 | 1877 | 1782 | 1758 | 1801 | 1712 | 1635 |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | 372 | 359 | 386 | 418 | 440 | 470 |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|------------------------------------|---|------|------|------|------|------|------|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | 98 | - | - | - | - | - |
| | 2 | 552 | 582 | 270 | 318 | - | - |
| | 3 | - | - | - | - | - | - |
| Rheumatology | 1 | - | - | 47 | 65 | 77 | - |
| | 2 | 107 | 96 | 126 | 148 | 158 | 181 |
| | 3 | - | - | - | - | - | - |
| Urology | 1 | 132 | 117 | 137 | 149 | 137 | 137 |
| | 2 | 1305 | 1314 | 1325 | 1350 | 1359 | 1379 |
| | 3 | 1871 | 1883 | 1846 | 1886 | 1889 | 1886 |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

Table 62: 90th percentile waiting time in days, for specialist outpatient initial service events, by specialist clinic and urgency category (CAT), for selected months - Redland Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | - | - | - | - | - | - |
| | 2 | 225 | 248 | 264 | 289 | 300 | 308 |
| | 3 | 315 | 345 | 376 | 407 | 435 | 466 |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | - | 23 | - | - | - | - |
| | 2 | 154 | 154 | 154 | 182 | 198 | 210 |
| | 3 | 310 | 337 | 368 | 395 | 423 | 454 |
| Ear Nose and Throat | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Endocrinology | 1 | - | - | - | - | - | - |
| | 2 | 59 | 89 | 119 | 139 | 150 | 158 |
| | 3 | - | - | - | - | - | - |
| Gastroenterology | 1 | 61 | 52 | 29 | 45 | 56 | 60 |
| | 2 | 161 | 120 | 121 | 132 | 152 | 158 |
| | 3 | 443 | 508 | 479 | 390 | 326 | 209 |
| General Medicine | 1 | 34 | - | - | - | - | - |
| | 2 | 69 | 73 | 97 | 108 | 147 | 144 |
| | 3 | 213 | 241 | 273 | 303 | 326 | 345 |
| General Surgery | 1 | 52 | 26 | 61 | 24 | 29 | 53 |
| | 2 | 204 | 193 | 193 | 173 | 128 | 122 |
| | 3 | 260 | 281 | 230 | 189 | 180 | 145 |
| Gynaecology | 1 | 96 | 77 | 101 | 118 | 122 | 82 |
| | 2 | 129 | 130 | 145 | 151 | 167 | 178 |
| | 3 | 155 | 171 | 132 | 157 | 177 | 187 |
| Nephrology | 1 | - | - | - | - | - | - |
| | 2 | 77 | 88 | - | 155 | 106 | 133 |
| | 3 | 101 | 114 | 138 | 156 | 184 | 213 |
| Neurology | 1 | - | - | - | - | - | - |
| | 2 | 65 | - | - | 98 | 66 | 88 |
| | 3 | 308 | 306 | 334 | 364 | 392 | 421 |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Orthopaedic | 1 | 10 | 5 | 29 | 35 | - | 85 |
| | 2 | 547 | 557 | 578 | 609 | 607 | 612 |
| | 3 | 1337 | 1340 | 1364 | 1380 | 1391 | 1412 |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|------------------------------------|---|------|------|------|------|------|------|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | - | - | - | - | - | - |
| | 2 | 159 | 180 | 174 | 192 | 181 | 200 |
| | 3 | 462 | 492 | 523 | 554 | 582 | 613 |
| Rheumatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Urology | 1 | - | 257 | 305 | 285 | 315 | - |
| | 2 | 446 | 451 | 482 | 513 | 542 | 579 |
| | 3 | 2051 | 2081 | 2110 | 2141 | 2167 | 2194 |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

Table 63: 90th percentile waiting time in days, for specialist outpatient initial service events, by specialist clinic and urgency category (CAT), for selected months - Rockhampton Base Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | 330 | 328 | 350 | 373 | 396 | 380 |
| | 2 | 349 | 310 | 343 | 449 | 520 | 509 |
| | 3 | 520 | 549 | 581 | 606 | 650 | 672 |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | - | - | - | - | - | - |
| | 2 | 170 | 185 | 229 | 167 | 176 | 221 |
| | 3 | - | - | - | - | - | - |
| Ear Nose and Throat | 1 | 90 | 146 | 68 | 84 | 103 | 95 |
| | 2 | 164 | 156 | 166 | 171 | 176 | 207 |
| | 3 | 422 | 427 | 426 | 385 | 375 | 390 |
| Endocrinology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Gastroenterology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| General Medicine | 1 | 207 | 208 | 239 | 166 | 80 | 152 |
| | 2 | 287 | 291 | 301 | 325 | 283 | 281 |
| | 3 | 476 | 384 | 436 | 347 | 375 | 406 |
| General Surgery | 1 | 91 | 53 | 83 | 82 | 104 | 73 |
| | 2 | 369 | 347 | 341 | 324 | 305 | 311 |
| | 3 | 751 | 762 | 796 | 799 | 804 | 826 |
| Gynaecology | 1 | 83 | 98 | 126 | 144 | 167 | 68 |
| | 2 | 192 | 194 | 218 | 241 | 248 | 251 |
| | 3 | 239 | 273 | 271 | 295 | 325 | 350 |
| Nephrology | 1 | 318 | 389 | 509 | 588 | 462 | - |
| | 2 | 1042 | 1026 | 1042 | 1067 | 1084 | 940 |
| | 3 | 1720 | 1749 | 1694 | 1740 | 1707 | 1723 |
| Neurology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurosurgery | 1 | 754 | 476 | 371 | 403 | 463 | 476 |
| | 2 | 1128 | 1154 | 1182 | 1192 | 1208 | 1236 |
| | 3 | 1135 | 1005 | 1084 | 1115 | 1100 | 1129 |
| Ophthalmology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Orthopaedic | 1 | 83 | 43 | 48 | 50 | 34 | 41 |
| | 2 | 506 | 516 | 540 | 554 | 542 | 543 |
| | 3 | 882 | 858 | 880 | 879 | 877 | 800 |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|------------------------------------|---|-----|-----|-----|-----|-----|-----|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | 334 | - | - | - | - | - |
| | 2 | 328 | - | - | 204 | 210 | 214 |
| | 3 | - | - | - | - | - | - |
| Rheumatology | 1 | 284 | 263 | 478 | 456 | 316 | - |
| | 2 | 703 | 724 | 677 | 657 | 545 | 512 |
| | 3 | - | - | - | - | - | - |
| Urology | 1 | 184 | 143 | 154 | 95 | 123 | 152 |
| | 2 | 544 | 489 | 489 | 457 | 392 | 307 |
| | 3 | 633 | 648 | 683 | 718 | 746 | 775 |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

Table 64: 90th percentile waiting time in days, for specialist outpatient initial service events, by specialist clinic and urgency category (CAT), for selected months - Royal Children's Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | - | - | - | - | - | - |
| | 2 | 143 | - | - | 163 | 197 | 149 |
| | 3 | 317 | 313 | 345 | 329 | 282 | 305 |
| Dermatology | 1 | - | 87 | 123 | 71 | 97 | - |
| | 2 | 143 | 125 | 152 | 137 | 116 | 124 |
| | 3 | 391 | 358 | 287 | 329 | - | 264 |
| Diabetes | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | 109 | - | - |
| | 3 | - | - | - | - | - | - |
| Ear Nose and Throat | 1 | 90 | 98 | 120 | 99 | 71 | 75 |
| | 2 | 421 | 435 | 455 | 460 | 487 | 484 |
| | 3 | 829 | 836 | 853 | 870 | 855 | 850 |
| Endocrinology | 1 | - | 68 | - | - | - | - |
| | 2 | 134 | 99 | 129 | 145 | 129 | 145 |
| | 3 | 340 | 357 | 436 | 337 | 220 | 255 |
| Gastroenterology | 1 | - | 231 | - | - | 92 | 24 |
| | 2 | 246 | 260 | 291 | 255 | 279 | 274 |
| | 3 | 398 | 428 | 450 | 458 | 438 | 450 |
| General Medicine | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| General Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Gynaecology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Nephrology | 1 | - | - | - | - | - | - |
| | 2 | 95 | 124 | 157 | 176 | 158 | 156 |
| | 3 | 281 | 366 | 284 | 382 | - | - |
| Neurology | 1 | 268 | 69 | - | - | - | - |
| | 2 | 276 | 270 | 291 | 308 | 283 | 269 |
| | 3 | 410 | 432 | 470 | 446 | 322 | 502 |
| Neurosurgery | 1 | 115 | 88 | 103 | 107 | - | - |
| | 2 | 109 | 122 | 129 | 140 | 142 | 185 |
| | 3 | 357 | 381 | 409 | 372 | 416 | - |
| Ophthalmology | 1 | 330 | 360 | 391 | 422 | 390 | 157 |
| | 2 | 343 | 353 | 346 | 349 | 334 | 309 |
| | 3 | 647 | 359 | 364 | 322 | 345 | 363 |
| Orthopaedic | 1 | 62 | 26 | 57 | 92 | 31 | 45 |
| | 2 | 360 | 358 | 349 | 378 | 382 | 369 |
| | 3 | 412 | 421 | 449 | 441 | 354 | 311 |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | 59 | 88 | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|------------------------------------|---|------|------|-----|-----|-----|-----|
| Plastic and Reconstructive Surgery | 1 | - | - | 31 | - | - | - |
| | 2 | 124 | 166 | 176 | 174 | 214 | 165 |
| | 3 | 743 | 773 | 805 | 835 | 742 | 695 |
| Respiratory | 1 | 140 | 162 | 187 | 74 | 96 | 98 |
| | 2 | 307 | 267 | 298 | 223 | 200 | 230 |
| | 3 | 1240 | 1270 | - | - | 290 | 592 |
| Rheumatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Urology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Vascular Surgery | 1 | - | - | - | 329 | 357 | 392 |
| | 2 | 89 | 65 | - | 91 | 114 | 146 |
| | 3 | - | - | - | - | - | - |

Table 65: 90th percentile waiting time in days, for specialist outpatient initial service events, by specialist clinic and urgency category (CAT), for selected months -
The Prince Charles Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | 45 | 29 | 53 | 80 | 130 | 175 |
| | 2 | 206 | 189 | 110 | 130 | 138 | 129 |
| | 3 | 721 | 638 | 588 | 646 | 644 | 674 |
| Cardiology | 1 | 138 | 242 | 183 | 242 | 270 | 285 |
| | 2 | 247 | 260 | 250 | 262 | 266 | 256 |
| | 3 | 514 | 530 | 555 | 584 | 603 | 594 |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ear Nose and Throat | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Endocrinology | 1 | - | - | - | - | 223 | - |
| | 2 | 135 | 126 | 119 | 127 | 280 | 393 |
| | 3 | - | - | - | - | - | - |
| Gastroenterology | 1 | 70 | 92 | 90 | 89 | 94 | 83 |
| | 2 | 227 | 205 | 214 | 214 | 163 | 153 |
| | 3 | 306 | 254 | 281 | 263 | 256 | 270 |
| General Medicine | 1 | - | - | - | - | - | - |
| | 2 | - | - | 87 | 92 | - | 112 |
| | 3 | - | - | - | - | - | 76 |
| General Surgery | 1 | 170 | 39 | 105 | 134 | 132 | 88 |
| | 2 | 58 | 75 | 90 | 73 | 86 | 75 |
| | 3 | 70 | 58 | 84 | 116 | 99 | 123 |
| Gynaecology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Nephrology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurology | 1 | 99 | 241 | 153 | 117 | 125 | 128 |
| | 2 | 344 | 359 | 379 | 394 | 397 | 406 |
| | 3 | 710 | 740 | 770 | 801 | 828 | 852 |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Orthopaedic | 1 | 292 | 99 | - | - | - | - |
| | 2 | 255 | 275 | 295 | 318 | 323 | 334 |
| | 3 | 1023 | 1052 | 1071 | 1088 | 1089 | 1098 |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|------------------------------------|---|-----|-----|-----|-----|-----|-----|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | 61 | 404 | 537 | 484 | 499 | 487 |
| | 2 | 318 | 288 | 283 | 237 | 272 | 301 |
| | 3 | 285 | 306 | 606 | 377 | 288 | 396 |
| Rheumatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Urology | 1 | - | 48 | 58 | 67 | 67 | 102 |
| | 2 | - | 26 | 57 | 84 | 110 | 137 |
| | 3 | - | - | - | - | - | - |
| Vascular Surgery | 1 | - | - | - | - | - | 38 |
| | 2 | 27 | 55 | 81 | 81 | 129 | 49 |
| | 3 | - | 3 | - | - | - | - |

Table 66: 90th percentile waiting time in days, for specialist outpatient initial service events, by specialist clinic and urgency category (CAT), for selected months - Toowoomba Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | 148 | 164 | 214 | - | - | 40 |
| | 2 | 364 | 173 | 169 | 173 | 104 | 115 |
| | 3 | - | - | 54 | 84 | 97 | 128 |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ear Nose and Throat | 1 | 86 | 63 | 75 | 71 | 92 | 81 |
| | 2 | 1336 | 1354 | 1377 | 1402 | 1409 | 1434 |
| | 3 | 1812 | 1842 | 1873 | 1896 | 1917 | 1946 |
| Endocrinology | 1 | - | - | - | - | - | - |
| | 2 | - | 1080 | 1212 | 827 | 497 | 692 |
| | 3 | - | - | - | 578 | 786 | 501 |
| Gastroenterology | 1 | - | - | - | - | 9 | 39 |
| | 2 | - | 134 | - | - | - | 40 |
| | 3 | - | - | - | - | - | - |
| General Medicine | 1 | 198 | 50 | 127 | - | 22 | 37 |
| | 2 | 326 | 292 | 152 | 266 | 262 | 243 |
| | 3 | 202 | 233 | 262 | 289 | 317 | 371 |
| General Surgery | 1 | 39 | 82 | 219 | 94 | 81 | 108 |
| | 2 | 496 | 516 | 545 | 572 | 590 | 620 |
| | 3 | 1606 | 1628 | 1657 | 1691 | 1726 | 1762 |
| Gynaecology | 1 | 58 | 95 | 98 | 111 | 220 | 62 |
| | 2 | 357 | 383 | 406 | 419 | 443 | 441 |
| | 3 | 527 | 521 | 349 | 244 | 224 | 246 |
| Nephrology | 1 | - | 22 | 53 | 77 | 95 | - |
| | 2 | 193 | 218 | 249 | 268 | 295 | 302 |
| | 3 | 1278 | 1310 | 1341 | 1372 | 1400 | 1431 |
| Neurology | 1 | - | - | - | - | - | - |
| | 2 | 345 | 312 | 330 | 301 | 325 | 179 |
| | 3 | 1502 | 1527 | 1558 | 1585 | 1615 | 1632 |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | - | - | - | - | - | - |
| | 2 | - | 87 | 119 | 150 | 162 | 203 |
| | 3 | 1102 | 1129 | 1149 | 1180 | 1189 | 1211 |
| Orthopaedic | 1 | 29 | 26 | 40 | 41 | 11 | 21 |
| | 2 | 171 | 110 | 105 | 88 | 58 | 58 |
| | 3 | 723 | 695 | 718 | 728 | 694 | 702 |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|--|---|-----|-----|-----|-----|-----|-----|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | 63 | 71 | 97 | 62 | 82 | 107 |
| | 2 | 142 | 620 | 574 | 573 | 410 | 612 |
| | 3 | 224 | 257 | 288 | 319 | 342 | 394 |
| Rheumatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Urology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

Table 67: 90th percentile waiting time in days, for specialist outpatient initial service events, by specialist clinic and urgency category (CAT), for selected months - Townsville Hospital

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | 37 | - | - | - | 19 |
| | 2 | 44 | 40 | 60 | 80 | 67 | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | 163 | 170 | 186 | 204 | 207 | 185 |
| | 2 | 565 | 555 | 556 | 562 | 542 | 559 |
| | 3 | 894 | 874 | 916 | 884 | 971 | 1000 |
| Dermatology | 1 | - | - | - | - | 108 | 139 |
| | 2 | 57 | 80 | 94 | 125 | 123 | 154 |
| | 3 | - | - | 78 | 109 | 131 | 161 |
| Diabetes | 1 | 400 | 344 | 265 | 293 | 314 | 257 |
| | 2 | 472 | 597 | 627 | 545 | 595 | 722 |
| | 3 | 711 | 725 | 768 | 799 | 834 | 872 |
| Ear Nose and Throat | 1 | 64 | 93 | 111 | 103 | 244 | 130 |
| | 2 | 793 | 816 | 827 | 857 | 885 | 910 |
| | 3 | 873 | 898 | 924 | 948 | 968 | 998 |
| Endocrinology | 1 | 344 | 351 | 288 | 296 | 287 | 294 |
| | 2 | 634 | 649 | 679 | 702 | 727 | 744 |
| | 3 | 767 | 850 | 885 | 911 | 941 | 970 |
| Gastroenterology | 1 | 79 | 60 | 90 | 100 | 101 | 67 |
| | 2 | 105 | 72 | 84 | 94 | 101 | 124 |
| | 3 | 345 | 372 | 398 | 427 | 444 | 459 |
| General Medicine | 1 | 329 | 302 | - | - | - | - |
| | 2 | 527 | - | - | - | - | - |
| | 3 | 501 | - | - | - | - | - |
| General Surgery | 1 | 58 | 66 | 90 | 102 | 110 | 53 |
| | 2 | 574 | 600 | 626 | 653 | 680 | 708 |
| | 3 | 535 | 558 | 587 | 613 | 638 | 659 |
| Gynaecology | 1 | 165 | 168 | 162 | 148 | 184 | 145 |
| | 2 | 191 | 180 | 159 | 189 | 157 | 220 |
| | 3 | 342 | 325 | 280 | 263 | 245 | 258 |
| Nephrology | 1 | 59 | 79 | - | - | - | 36 |
| | 2 | 175 | 141 | 124 | 125 | 141 | 151 |
| | 3 | - | - | - | - | - | - |
| Neurology | 1 | 92 | 86 | 78 | 70 | 87 | 103 |
| | 2 | 256 | 277 | 314 | 353 | 388 | 398 |
| | 3 | 514 | 544 | 574 | 600 | 634 | 657 |
| Neurosurgery | 1 | 193 | 220 | 259 | 316 | 314 | 281 |
| | 2 | 862 | 891 | 916 | 946 | 974 | 1005 |
| | 3 | 969 | 998 | 1022 | 1051 | 1079 | 1109 |
| Ophthalmology | 1 | 65 | 119 | 98 | 100 | 45 | 59 |
| | 2 | 1429 | 1448 | 1463 | 1491 | 1522 | 1553 |
| | 3 | 1185 | 1198 | 1224 | 1251 | 1271 | 1295 |
| Orthopaedic | 1 | 40 | 45 | 52 | 81 | 79 | 43 |
| | 2 | 162 | 165 | 194 | 224 | 238 | 213 |
| | 3 | 821 | 852 | 877 | 896 | 918 | 944 |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | 910 | 401 | 418 | 418 | 417 | 440 |
| | 3 | - | - | - | - | - | 122 |

| | | | | | | | |
|------------------------------------|---|------|------|------|------|------|------|
| Plastic and Reconstructive Surgery | 1 | 50 | 40 | 73 | 97 | 129 | - |
| | 2 | 1450 | 1476 | 1512 | 1549 | 1570 | 1628 |
| | 3 | 2142 | 2164 | 2231 | 2262 | 2290 | 2321 |
| Respiratory | 1 | 805 | 823 | 672 | 708 | 727 | 620 |
| | 2 | 902 | 995 | 818 | 794 | 821 | 846 |
| | 3 | - | - | - | - | - | 468 |
| Rheumatology | 1 | 792 | 830 | 855 | 871 | 880 | 889 |
| | 2 | 1008 | 1038 | 1069 | 1095 | 1123 | 1153 |
| | 3 | 984 | 1015 | 1045 | 1077 | 1106 | 1136 |
| Urology | 1 | 72 | 53 | - | 45 | 47 | - |
| | 2 | 100 | 121 | 131 | 121 | 133 | 124 |
| | 3 | 373 | 376 | 412 | 421 | 465 | 384 |
| Vascular Surgery | 1 | 77 | 101 | 123 | 139 | 78 | 123 |
| | 2 | 1318 | 1306 | 1332 | 1368 | 1392 | 1431 |
| | 3 | 2009 | 2036 | 2065 | 2093 | 2120 | 2147 |

Table 68: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months - Cairns and Hinterland HHS

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | 523 | 325 | 872 | 587 | 723 | 589 |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | 78 | 96 | 91 | 81 | 73 | 70 |
| | 2 | 188 | 212 | 237 | 255 | 261 | 278 |
| | 3 | 286 | 297 | 309 | 338 | 323 | 349 |
| Dermatology | 1 | 183 | 213 | 135 | 155 | 137 | 162 |
| | 2 | 425 | 431 | 438 | 395 | 388 | 392 |
| | 3 | 1004 | 1023 | 1053 | 1083 | 944 | 970 |
| Diabetes | 1 | 164 | 84 | 136 | 108 | 123 | 141 |
| | 2 | 221 | 190 | 201 | 158 | 147 | 116 |
| | 3 | 375 | 357 | 391 | 336 | 313 | 334 |
| Ear Nose and Throat | 1 | 216 | 38 | 51 | 34 | 26 | 23 |
| | 2 | 458 | 429 | 434 | 414 | 380 | 392 |
| | 3 | 584 | 569 | 594 | 592 | 598 | 606 |
| Endocrinology | 1 | 75 | 58 | 89 | 111 | 23 | 39 |
| | 2 | 244 | 248 | 226 | 259 | 193 | 163 |
| | 3 | 293 | 301 | 332 | 284 | 220 | 248 |
| Gastroenterology | 1 | 133 | 163 | 193 | 225 | 235 | 226 |
| | 2 | 370 | 420 | 446 | 453 | 478 | 494 |
| | 3 | - | - | - | - | - | - |
| General Medicine | 1 | 100 | 125 | 194 | 129 | 106 | 80 |
| | 2 | 120 | 150 | 169 | 108 | 124 | 120 |
| | 3 | 131 | 124 | 157 | 86 | 129 | 237 |
| General Surgery | 1 | 42 | 39 | 59 | 74 | 74 | 88 |
| | 2 | 268 | 292 | 321 | 350 | 373 | 377 |
| | 3 | 301 | 310 | 329 | 304 | 321 | 316 |
| Gynaecology | 1 | 100 | 130 | 161 | 108 | 75 | 81 |
| | 2 | 118 | 103 | 126 | 153 | 157 | 153 |
| | 3 | 235 | 234 | 249 | 256 | 266 | 263 |
| Nephrology | 1 | 153 | - | - | 155 | - | 214 |
| | 2 | 329 | 253 | 237 | 216 | 145 | 208 |
| | 3 | 253 | 243 | 227 | 257 | 186 | 208 |
| Neurology | 1 | - | 100 | 132 | 143 | 172 | 208 |
| | 2 | 882 | 823 | 326 | 352 | 368 | 399 |
| | 3 | 990 | 1020 | 767 | 798 | 551 | 584 |
| Neurosurgery | 1 | - | - | - | 449 | - | - |
| | 2 | 666 | 673 | 694 | 723 | 742 | 772 |
| | 3 | 754 | 802 | 830 | 854 | 869 | 893 |
| Ophthalmology | 1 | 177 | 141 | 235 | 226 | 153 | 322 |
| | 2 | 519 | 543 | 565 | 541 | 538 | 551 |
| | 3 | 861 | 856 | 875 | 895 | 903 | 918 |
| Orthopaedic | 1 | 35 | 26 | 40 | 45 | 43 | 73 |
| | 2 | 783 | 725 | 652 | 670 | 619 | 595 |
| | 3 | 617 | 785 | 804 | 830 | 854 | 874 |
| Pain Management | 1 | - | - | - | - | - | 5 |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|------------------------------------|---|------|------|------|------|------|------|
| Plastic and Reconstructive Surgery | 1 | - | - | 21 | - | - | - |
| | 2 | 1169 | 1194 | 1109 | 1062 | 1087 | 1118 |
| | 3 | 764 | 891 | 770 | 754 | 779 | 810 |
| Respiratory | 1 | 232 | 86 | 244 | 113 | 75 | 75 |
| | 2 | 289 | 308 | 335 | 329 | 334 | 327 |
| | 3 | 630 | 660 | 690 | 696 | 710 | 742 |
| Rheumatology | 1 | 91 | 65 | 79 | 95 | 36 | 56 |
| | 2 | 149 | 125 | 105 | 127 | 150 | 143 |
| | 3 | - | - | - | - | - | - |
| Urology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Vascular Surgery | 1 | - | 32 | - | - | - | - |
| | 2 | 216 | 222 | 250 | 281 | 307 | 301 |
| | 3 | 481 | 503 | 533 | 557 | 584 | 615 |

Table 69: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months - Central Queensland HHS

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | 330 | 325 | 348 | 363 | 376 | 365 |
| | 2 | 346 | 305 | 337 | 444 | 515 | 508 |
| | 3 | 520 | 549 | 581 | 606 | 646 | 671 |
| Dermatology | 1 | - | - | - | 129 | 162 | 193 |
| | 2 | 67 | 124 | 133 | 147 | 165 | 185 |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | - | - | - | - | - | - |
| | 2 | 170 | 143 | 168 | 156 | 183 | 220 |
| | 3 | - | - | - | - | - | - |
| Ear Nose and Throat | 1 | 90 | 146 | 68 | 84 | 103 | 95 |
| | 2 | 164 | 156 | 166 | 171 | 176 | 207 |
| | 3 | 422 | 427 | 426 | 385 | 375 | 390 |
| Endocrinology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Gastroenterology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| General Medicine | 1 | 188 | 207 | 238 | 164 | 124 | 178 |
| | 2 | 261 | 270 | 296 | 316 | 267 | 268 |
| | 3 | 267 | 280 | 303 | 328 | 358 | 393 |
| General Surgery | 1 | 65 | 65 | 84 | 97 | 87 | 65 |
| | 2 | 357 | 324 | 330 | 318 | 302 | 304 |
| | 3 | 378 | 221 | 263 | 755 | 763 | 774 |
| Gynaecology | 1 | 82 | 92 | 125 | 134 | 110 | 63 |
| | 2 | 185 | 194 | 218 | 240 | 248 | 239 |
| | 3 | 199 | 225 | 232 | 257 | 269 | 300 |
| Nephrology | 1 | 318 | 389 | 509 | 588 | 462 | - |
| | 2 | 1042 | 1026 | 1042 | 1067 | 1084 | 940 |
| | 3 | 1720 | 1749 | 1694 | 1740 | 1707 | 1723 |
| Neurology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurosurgery | 1 | 754 | 476 | 371 | 403 | 463 | 476 |
| | 2 | 1128 | 1154 | 1182 | 1192 | 1208 | 1236 |
| | 3 | 1135 | 1005 | 1084 | 1115 | 1100 | 1129 |
| Ophthalmology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Orthopaedic | 1 | 83 | 57 | 49 | 52 | 33 | 41 |
| | 2 | 499 | 507 | 531 | 543 | 535 | 537 |
| | 3 | 875 | 844 | 860 | 864 | 771 | 789 |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|------------------------------------|---|-----|-----|-----|-----|-----|-----|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | 334 | - | - | - | - | - |
| | 2 | 328 | - | - | 204 | 210 | 214 |
| | 3 | - | - | - | - | - | - |
| Rheumatology | 1 | 284 | 263 | 478 | 456 | 316 | - |
| | 2 | 703 | 724 | 677 | 657 | 545 | 512 |
| | 3 | - | - | - | - | - | - |
| Urology | 1 | 184 | 143 | 154 | 95 | 123 | 152 |
| | 2 | 544 | 489 | 489 | 457 | 392 | 307 |
| | 3 | 633 | 648 | 683 | 718 | 746 | 775 |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

Table 70: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months - Children's Health Services

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | - | - | - | - | - | - |
| | 2 | 143 | - | - | 163 | 197 | 149 |
| | 3 | 317 | 313 | 345 | 329 | 282 | 305 |
| Dermatology | 1 | - | 87 | 123 | 71 | 97 | - |
| | 2 | 143 | 125 | 152 | 137 | 116 | 124 |
| | 3 | 391 | 358 | 287 | 329 | - | 264 |
| Diabetes | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | 109 | - | - |
| | 3 | - | - | - | - | - | - |
| Ear Nose and Throat | 1 | 90 | 98 | 120 | 99 | 71 | 75 |
| | 2 | 421 | 435 | 455 | 460 | 487 | 484 |
| | 3 | 829 | 836 | 853 | 870 | 855 | 850 |
| Endocrinology | 1 | - | 68 | - | - | - | - |
| | 2 | 134 | 99 | 129 | 145 | 129 | 145 |
| | 3 | 340 | 357 | 436 | 337 | 220 | 255 |
| Gastroenterology | 1 | - | 231 | - | - | 92 | 24 |
| | 2 | 246 | 260 | 291 | 255 | 279 | 274 |
| | 3 | 398 | 428 | 450 | 458 | 438 | 450 |
| General Medicine | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| General Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Gynaecology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Nephrology | 1 | - | - | - | - | - | - |
| | 2 | 95 | 124 | 157 | 176 | 158 | 156 |
| | 3 | 281 | 366 | 284 | 382 | - | - |
| Neurology | 1 | 268 | 69 | - | - | - | - |
| | 2 | 276 | 270 | 291 | 308 | 283 | 269 |
| | 3 | 410 | 432 | 470 | 446 | 322 | 502 |
| Neurosurgery | 1 | 115 | 88 | 103 | 107 | - | - |
| | 2 | 109 | 122 | 129 | 140 | 142 | 185 |
| | 3 | 357 | 381 | 409 | 372 | 416 | - |
| Ophthalmology | 1 | 330 | 360 | 391 | 422 | 390 | 157 |
| | 2 | 343 | 353 | 346 | 349 | 334 | 309 |
| | 3 | 647 | 359 | 364 | 322 | 345 | 363 |
| Orthopaedic | 1 | 62 | 26 | 57 | 92 | 31 | 45 |
| | 2 | 360 | 358 | 349 | 378 | 382 | 369 |
| | 3 | 412 | 421 | 449 | 441 | 354 | 311 |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | 59 | 88 | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|------------------------------------|---|------|------|-----|-----|-----|-----|
| Plastic and Reconstructive Surgery | 1 | - | - | 31 | - | - | - |
| | 2 | 124 | 166 | 176 | 174 | 214 | 165 |
| | 3 | 743 | 773 | 805 | 835 | 742 | 695 |
| Respiratory | 1 | 140 | 162 | 187 | 74 | 96 | 98 |
| | 2 | 307 | 267 | 298 | 223 | 200 | 230 |
| | 3 | 1240 | 1270 | - | - | 290 | 592 |
| Rheumatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Urology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Vascular Surgery | 1 | - | - | - | 329 | 357 | 392 |
| | 2 | 89 | 65 | - | 91 | 114 | 146 |
| | 3 | - | - | - | - | - | - |

Table 71: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months - Darling Downs HHS

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | 144 | 147 | 209 | 245 | 114 | 143 |
| | 2 | 436 | 379 | 277 | 251 | 175 | 238 |
| | 3 | 1900 | 1930 | 1961 | 1992 | 2020 | 2051 |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ear Nose and Throat | 1 | 86 | 63 | 75 | 71 | 92 | 81 |
| | 2 | 1336 | 1354 | 1377 | 1402 | 1409 | 1434 |
| | 3 | 1812 | 1842 | 1873 | 1896 | 1917 | 1946 |
| Endocrinology | 1 | - | - | - | - | - | - |
| | 2 | - | 1080 | 1212 | 827 | 497 | 692 |
| | 3 | - | - | - | 578 | 786 | 501 |
| Gastroenterology | 1 | - | - | - | - | 9 | 39 |
| | 2 | - | 134 | - | - | - | 40 |
| | 3 | - | - | - | - | - | - |
| General Medicine | 1 | 985 | 593 | 1047 | 1089 | 1106 | 377 |
| | 2 | 431 | 489 | 380 | 436 | 1024 | 1155 |
| | 3 | 210 | 241 | 269 | 296 | 324 | 376 |
| General Surgery | 1 | 48 | 125 | 324 | 101 | 92 | 108 |
| | 2 | 498 | 516 | 546 | 574 | 590 | 620 |
| | 3 | 1617 | 1641 | 1671 | 1703 | 1739 | 1770 |
| Gynaecology | 1 | 301 | 331 | 362 | 393 | 421 | 452 |
| | 2 | 369 | 395 | 416 | 444 | 464 | 452 |
| | 3 | 647 | 644 | 588 | 603 | 550 | 566 |
| Nephrology | 1 | - | 22 | 53 | 77 | 95 | - |
| | 2 | 193 | 218 | 249 | 268 | 295 | 302 |
| | 3 | 1278 | 1310 | 1341 | 1372 | 1400 | 1431 |
| Neurology | 1 | - | - | - | - | - | - |
| | 2 | 345 | 312 | 330 | 301 | 325 | 179 |
| | 3 | 1502 | 1527 | 1558 | 1585 | 1615 | 1632 |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | - | - | - | - | - | - |
| | 2 | - | 87 | 119 | 150 | 162 | 203 |
| | 3 | 1102 | 1129 | 1149 | 1180 | 1189 | 1211 |
| Orthopaedic | 1 | 29 | 26 | 40 | 41 | 11 | 21 |
| | 2 | 171 | 110 | 105 | 88 | 58 | 58 |
| | 3 | 723 | 695 | 718 | 728 | 694 | 702 |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|------------------------------------|---|-----|-----|-----|-----|-----|-----|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | 63 | 71 | 97 | 62 | 82 | 107 |
| | 2 | 142 | 620 | 574 | 573 | 410 | 612 |
| | 3 | 224 | 257 | 288 | 319 | 342 | 394 |
| Rheumatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Urology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

Table 72: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months - Gold Coast HHS

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | 33 | 31 | 70 | 74 | 97 | 61 |
| | 2 | - | - | - | 106 | 11 | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | 127 | 114 | 137 | 157 | 184 | 200 |
| | 2 | 540 | 533 | 546 | 571 | 579 | 573 |
| | 3 | 254 | 263 | 260 | 290 | 316 | 303 |
| Dermatology | 1 | 105 | 107 | 131 | 114 | 142 | - |
| | 2 | 735 | 752 | 780 | 810 | 824 | 754 |
| | 3 | 934 | 939 | 962 | 991 | 1017 | 1004 |
| Diabetes | 1 | 155 | 183 | 178 | 183 | 164 | 162 |
| | 2 | 385 | 314 | 267 | 344 | 291 | 328 |
| | 3 | - | - | - | - | - | - |
| Ear Nose and Throat | 1 | 83 | 58 | 78 | 87 | 96 | 130 |
| | 2 | 772 | 780 | 794 | 802 | 757 | 749 |
| | 3 | 1246 | 1270 | 1299 | 1313 | 1338 | 1341 |
| Endocrinology | 1 | 127 | 145 | 137 | 158 | 113 | 113 |
| | 2 | 374 | 397 | 426 | 428 | 445 | 463 |
| | 3 | 524 | 550 | 524 | 501 | 526 | 557 |
| Gastroenterology | 1 | 613 | 548 | 517 | 456 | 469 | 474 |
| | 2 | 682 | 678 | 698 | 714 | 739 | 740 |
| | 3 | 478 | 508 | 539 | 569 | 596 | 627 |
| General Medicine | 1 | 76 | 75 | 85 | 79 | 80 | 82 |
| | 2 | 65 | 55 | 56 | 72 | 92 | 68 |
| | 3 | - | - | - | - | 92 | - |
| General Surgery | 1 | 69 | 66 | 82 | 91 | 101 | 103 |
| | 2 | 534 | 534 | 532 | 542 | 561 | 573 |
| | 3 | 495 | 462 | 488 | 535 | 552 | 641 |
| Gynaecology | 1 | 71 | 75 | 103 | 89 | 108 | 94 |
| | 2 | 195 | 216 | 208 | 221 | 225 | 248 |
| | 3 | 489 | 501 | 516 | 513 | 494 | 509 |
| Nephrology | 1 | 143 | 120 | 127 | 138 | 129 | 82 |
| | 2 | 155 | - | 102 | 230 | 241 | - |
| | 3 | - | - | - | - | - | - |
| Neurology | 1 | 225 | 255 | 276 | 278 | 211 | 236 |
| | 2 | 168 | 158 | 163 | 145 | 145 | 157 |
| | 3 | 799 | - | 885 | - | - | - |
| Neurosurgery | 1 | 181 | 141 | 227 | 114 | 124 | 145 |
| | 2 | 898 | 932 | 953 | 982 | 1008 | 1019 |
| | 3 | 517 | 448 | 470 | 497 | 509 | 537 |
| Ophthalmology | 1 | 108 | 81 | 93 | 128 | 152 | 184 |
| | 2 | 332 | 325 | 343 | 352 | 343 | 326 |
| | 3 | 1198 | 1215 | 1235 | 1154 | 1134 | 1152 |
| Orthopaedic | 1 | 38 | 23 | 40 | 30 | 31 | 40 |
| | 2 | 512 | 496 | 494 | 499 | 490 | 504 |
| | 3 | 661 | 662 | 682 | 701 | 715 | 734 |
| Pain Management | 1 | 127 | 137 | 117 | 128 | 118 | 144 |
| | 2 | 1093 | 917 | 894 | 977 | 929 | 951 |
| | 3 | 744 | 774 | 805 | 836 | 864 | 898 |

| | | | | | | | |
|------------------------------------|---|------|------|------|------|------|------|
| Plastic and Reconstructive Surgery | 1 | 49 | 44 | 46 | 53 | 94 | 111 |
| | 2 | 234 | 176 | 125 | 151 | 155 | 173 |
| | 3 | 411 | 429 | 458 | 421 | 437 | 439 |
| Respiratory | 1 | 126 | 140 | 161 | 172 | 193 | 191 |
| | 2 | 303 | 312 | 334 | 340 | 344 | 340 |
| | 3 | 208 | 248 | 279 | 281 | 273 | 256 |
| Rheumatology | 1 | 447 | 452 | 470 | 490 | 514 | 522 |
| | 2 | 1200 | 1230 | 1259 | 1275 | 1306 | 1333 |
| | 3 | 1320 | 1350 | 1366 | 1392 | 1426 | 1448 |
| Urology | 1 | 91 | 108 | 128 | 125 | 122 | 107 |
| | 2 | 118 | 102 | 110 | 121 | 143 | 158 |
| | 3 | 491 | 526 | 550 | 502 | 494 | 504 |
| Vascular Surgery | 1 | 43 | 37 | 51 | 39 | 44 | 64 |
| | 2 | 59 | 91 | 75 | 77 | 53 | 64 |
| | 3 | 52 | 88 | 111 | - | - | - |

Table 73: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months - Mackay HHS

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | 50 | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | 20 | 40 | 71 | 102 | 112 | 146 |
| | 2 | 114 | 131 | 161 | 169 | 181 | 186 |
| | 3 | 269 | 299 | 330 | 361 | 389 | 420 |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | - | 787 | - | 515 | 379 | 574 |
| | 2 | 56 | 85 | 184 | 183 | 171 | 133 |
| | 3 | 261 | 291 | 320 | 351 | 379 | 410 |
| Ear Nose and Throat | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Endocrinology | 1 | - | - | - | - | 37 | 64 |
| | 2 | - | 45 | 196 | 232 | 144 | 154 |
| | 3 | - | - | - | - | - | - |
| Gastroenterology | 1 | - | - | - | - | 9 | 19 |
| | 2 | - | - | - | - | 72 | 113 |
| | 3 | - | - | - | - | - | - |
| General Medicine | 1 | 27 | 47 | 65 | 84 | 65 | 85 |
| | 2 | 359 | 271 | 268 | 260 | 232 | 227 |
| | 3 | 338 | 361 | 393 | 411 | 351 | 376 |
| General Surgery | 1 | 22 | 22 | 39 | 28 | 35 | 40 |
| | 2 | 36 | 32 | 53 | 74 | 47 | 45 |
| | 3 | 186 | - | - | - | - | - |
| Gynaecology | 1 | - | - | - | - | 12 | 23 |
| | 2 | 58 | 71 | 83 | 68 | 56 | 67 |
| | 3 | 80 | 83 | 90 | 120 | 111 | 127 |
| Nephrology | 1 | - | - | - | - | - | - |
| | 2 | 162 | 159 | 175 | 206 | 226 | 243 |
| | 3 | 519 | 546 | 577 | 604 | 640 | 670 |
| Neurology | 1 | 65 | 84 | 105 | 120 | 25 | 53 |
| | 2 | 74 | 97 | 127 | 152 | 154 | 174 |
| | 3 | - | 97 | 125 | 154 | 177 | 207 |
| Neurosurgery | 1 | 95 | 42 | 59 | 35 | 30 | 47 |
| | 2 | 893 | 913 | 937 | 904 | 840 | 775 |
| | 3 | 1416 | 1441 | 1464 | 1485 | 1436 | 1456 |
| Ophthalmology | 1 | - | - | - | - | - | - |
| | 2 | 371 | 401 | 432 | 463 | 491 | 522 |
| | 3 | 883 | 912 | 937 | 974 | 1002 | 1033 |
| Orthopaedic | 1 | 21 | 32 | 60 | 43 | 37 | 38 |
| | 2 | 490 | 493 | 509 | 495 | 493 | 522 |
| | 3 | 1731 | 1665 | 1608 | 1636 | 1667 | 1666 |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | 398 |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|------------------------------------|---|------|------|------|------|------|------|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | - | 32 | 53 | 87 | 100 | 110 |
| | 2 | 106 | 118 | 151 | 182 | 223 | 254 |
| | 3 | 294 | 327 | 354 | 252 | 269 | 297 |
| Rheumatology | 1 | - | - | - | - | - | 72 |
| | 2 | 63 | 85 | 101 | 109 | 134 | 164 |
| | 3 | - | - | - | - | - | - |
| Urology | 1 | 31 | 23 | 33 | 25 | 43 | 68 |
| | 2 | 204 | 205 | 224 | 249 | 233 | 256 |
| | 3 | 438 | 449 | 484 | 483 | 501 | 511 |
| Vascular Surgery | 1 | 75 | 84 | 97 | 106 | 97 | - |
| | 2 | 207 | 244 | 266 | 308 | 329 | 356 |
| | 3 | 1581 | 1517 | 1516 | 1532 | 1544 | 1591 |

Table 74: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months - Metro North HHS (excluding Royal Brisbane and Women's Hospital)

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | 45 | 29 | 53 | 80 | 130 | 175 |
| | 2 | 206 | 189 | 110 | 130 | 138 | 129 |
| | 3 | 721 | 638 | 588 | 646 | 644 | 674 |
| Cardiology | 1 | 128 | 205 | 165 | 242 | 270 | 281 |
| | 2 | 240 | 243 | 244 | 242 | 249 | 235 |
| | 3 | 493 | 512 | 522 | 550 | 572 | 560 |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | 498 | - | - | - | - | - |
| | 2 | 156 | 163 | 187 | 201 | 225 | 222 |
| | 3 | 143 | 89 | 120 | 244 | 199 | 230 |
| Ear Nose and Throat | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Endocrinology | 1 | 104 | - | - | 196 | 222 | 255 |
| | 2 | 134 | 123 | 117 | 127 | 146 | 255 |
| | 3 | - | - | - | - | 141 | 118 |
| Gastroenterology | 1 | 69 | 89 | 88 | 73 | 81 | 73 |
| | 2 | 491 | 507 | 530 | 528 | 562 | 587 |
| | 3 | 1109 | 1115 | 1133 | 1165 | 1156 | 1146 |
| General Medicine | 1 | 72 | 36 | 46 | 44 | 29 | 46 |
| | 2 | 106 | 117 | 137 | 128 | 120 | 103 |
| | 3 | 254 | 240 | 222 | 250 | 287 | 224 |
| General Surgery | 1 | 51 | 29 | 53 | 41 | 37 | 47 |
| | 2 | 252 | 228 | 228 | 195 | 204 | 188 |
| | 3 | 255 | 251 | 228 | 233 | 218 | 228 |
| Gynaecology | 1 | 42 | 16 | 28 | 20 | 51 | 29 |
| | 2 | 142 | 124 | 141 | 158 | 155 | 154 |
| | 3 | 285 | 298 | 329 | 357 | 378 | 377 |
| Nephrology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurology | 1 | 98 | 186 | 149 | 106 | 125 | 116 |
| | 2 | 339 | 350 | 357 | 386 | 375 | 374 |
| | 3 | 627 | 656 | 687 | 719 | 753 | 781 |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Orthopaedic | 1 | 58 | 64 | 81 | 81 | 95 | 110 |
| | 2 | 503 | 524 | 543 | 548 | 583 | 598 |
| | 3 | 1362 | 1297 | 1296 | 1318 | 1324 | 1284 |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | 372 | 359 | 386 | 418 | 440 | 470 |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|------------------------------------|---|------|------|------|------|------|------|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | 90 | 353 | 514 | 397 | 415 | 438 |
| | 2 | 210 | 240 | 252 | 225 | 256 | 287 |
| | 3 | 326 | 348 | 604 | 417 | 306 | 414 |
| Rheumatology | 1 | 64 | 55 | 52 | 63 | 77 | 111 |
| | 2 | 427 | 425 | 444 | 470 | 463 | 356 |
| | 3 | 1416 | 1446 | 1477 | 1508 | 1536 | 1567 |
| Urology | 1 | 133 | 115 | 134 | 148 | 132 | 132 |
| | 2 | 1302 | 1302 | 1309 | 1328 | 1343 | 1371 |
| | 3 | 1762 | 1792 | 1803 | 1877 | 1885 | 1884 |
| Vascular Surgery | 1 | - | - | - | - | - | 38 |
| | 2 | 27 | 55 | 81 | 81 | 129 | 49 |
| | 3 | - | 3 | - | - | - | - |

Table 75: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months - Metro South HHS (excluding Princess Alexandra Hospital)

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | 42 | 42 | 46 | 69 | 42 | 63 |
| | 2 | 232 | 229 | 242 | 255 | 274 | 266 |
| | 3 | 2593 | 2472 | 2405 | 2410 | 2459 | 2573 |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | 190 | 31 | - | 72 | 45 | 55 |
| | 2 | 1097 | 1125 | 1153 | 1176 | 1172 | 1198 |
| | 3 | 2683 | 2644 | 2658 | 2683 | 2381 | 2383 |
| Ear Nose and Throat | 1 | 35 | 56 | 47 | 66 | - | 52 |
| | 2 | 246 | 229 | 245 | 277 | 737 | 712 |
| | 3 | 925 | 955 | 944 | 963 | 956 | 902 |
| Endocrinology | 1 | 58 | 70 | 90 | 81 | 63 | 47 |
| | 2 | 792 | 769 | 728 | 744 | 767 | 790 |
| | 3 | 2603 | 2614 | 2629 | 2718 | 2746 | 2757 |
| Gastroenterology | 1 | 87 | 95 | 83 | 79 | 87 | 62 |
| | 2 | 1227 | 1246 | 1266 | 1053 | 1043 | 1041 |
| | 3 | 917 | 1685 | 1599 | 1632 | 916 | 969 |
| General Medicine | 1 | 63 | 107 | 62 | 77 | 95 | 96 |
| | 2 | 337 | 356 | 378 | 408 | 434 | 457 |
| | 3 | 2675 | 2673 | 2674 | 2652 | 2437 | 2568 |
| General Surgery | 1 | 42 | 39 | 62 | 50 | 37 | 45 |
| | 2 | 252 | 256 | 257 | 284 | 289 | 312 |
| | 3 | 2154 | 2122 | 2037 | 1041 | 1044 | 1055 |
| Gynaecology | 1 | 99 | 99 | 196 | 75 | 49 | 63 |
| | 2 | 105 | 100 | 116 | 134 | 150 | 158 |
| | 3 | 2589 | 2484 | 2407 | 2356 | 2254 | 2216 |
| Nephrology | 1 | 62 | 35 | - | - | - | - |
| | 2 | 115 | 117 | 148 | 137 | 125 | 131 |
| | 3 | 2325 | 2273 | 1300 | 601 | 438 | 375 |
| Neurology | 1 | - | - | - | - | 37 | 62 |
| | 2 | 142 | 192 | 203 | 172 | 177 | 194 |
| | 3 | 756 | 772 | 776 | 802 | 828 | 854 |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | - | - | - | - | - | - |
| | 2 | 868 | - | - | - | - | - |
| | 3 | 808 | 796 | 818 | 831 | 826 | 813 |
| Orthopaedic | 1 | 46 | 41 | 54 | 48 | 121 | 51 |
| | 2 | 430 | 425 | 445 | 457 | 471 | 487 |
| | 3 | 1149 | 1067 | 968 | 977 | 996 | 1001 |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | 2658 | 2690 | - | - | - | - |

| | | | | | | | |
|------------------------------------|---|------|------|------|------|------|------|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | 86 | 91 | 103 | 134 | 126 | 147 |
| | 3 | 789 | 801 | 817 | 848 | 868 | 877 |
| Respiratory | 1 | 67 | 348 | 117 | 78 | 67 | 85 |
| | 2 | 492 | 512 | 531 | 555 | 576 | 598 |
| | 3 | 2039 | 2033 | 1746 | 1651 | 1478 | 1508 |
| Rheumatology | 1 | 121 | 131 | 149 | 160 | - | 220 |
| | 2 | 241 | 268 | 284 | 298 | 264 | 334 |
| | 3 | 387 | 408 | 439 | 464 | 492 | 516 |
| Urology | 1 | 168 | 139 | 211 | 188 | 144 | 178 |
| | 2 | 1183 | 1179 | 1202 | 1055 | 1085 | 1112 |
| | 3 | 2053 | 2082 | 2107 | 2135 | 2138 | 2150 |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

Table 76: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months - North West HHS

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | 853 | 794 | 794 | 655 | 853 | 768 |
| | 2 | 898 | 926 | 958 | 988 | 1016 | 1041 |
| | 3 | 960 | 990 | 1019 | 1048 | 1087 | 1123 |
| Dermatology | 1 | 450 | 370 | 401 | 370 | 429 | 417 |
| | 2 | 872 | 900 | 929 | 945 | 994 | 1021 |
| | 3 | 446 | 475 | 506 | 537 | 567 | 598 |
| Diabetes | 1 | - | 215 | 246 | - | - | 336 |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ear Nose and Throat | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Endocrinology | 1 | 708 | - | 751 | - | - | - |
| | 2 | 867 | 955 | 986 | 1132 | 1059 | 672 |
| | 3 | - | - | - | - | - | - |
| Gastroenterology | 1 | 608 | 721 | 752 | 838 | 1053 | 1034 |
| | 2 | 1298 | 1328 | 1357 | 1388 | 1423 | 1454 |
| | 3 | 864 | 894 | 925 | 955 | 987 | 1018 |
| General Medicine | 1 | 63 | 73 | 97 | 115 | 134 | 169 |
| | 2 | 183 | 158 | 150 | 165 | 142 | 173 |
| | 3 | 137 | 158 | 196 | 163 | 136 | - |
| General Surgery | 1 | 66 | 85 | 117 | 146 | 141 | - |
| | 2 | 65 | 93 | 116 | 108 | 145 | 75 |
| | 3 | - | 107 | 139 | - | 209 | - |
| Gynaecology | 1 | 149 | 101 | 132 | 135 | 130 | 241 |
| | 2 | 201 | 163 | 194 | 173 | 181 | 210 |
| | 3 | 175 | 136 | 176 | 182 | 184 | 190 |
| Nephrology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | 826 | 857 | 885 | 917 | 949 | 976 |
| | 2 | 1004 | 1034 | 1063 | 1096 | 1124 | 1153 |
| | 3 | 463 | 485 | 515 | 539 | 566 | 577 |
| Orthopaedic | 1 | 72 | 86 | 163 | 182 | 65 | 19 |
| | 2 | 43 | 33 | 56 | 85 | 87 | 73 |
| | 3 | - | - | - | - | - | - |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|------------------------------------|---|-----|-----|-----|------|------|-----|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | 912 | 942 | 973 | 1004 | 1103 | - |
| | 3 | 758 | 788 | 819 | 850 | 896 | - |
| Respiratory | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Rheumatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Urology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | 363 | 323 | 354 | 376 | 403 | 429 |

Table 77: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months -
Sunshine Coast HHS

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | 13 | 32 | - | 30 | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | 59 | 54 | 62 | 74 | 80 | 48 |
| | 2 | 644 | 663 | 678 | 683 | 710 | 735 |
| | 3 | 963 | 993 | 1024 | 1055 | 1083 | 1114 |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | 56 | 49 | 77 | 67 | 39 | 49 |
| | 2 | 230 | 160 | 146 | 133 | 93 | 95 |
| | 3 | 81 | 72 | 94 | 130 | 122 | - |
| Ear Nose and Throat | 1 | 66 | - | - | - | - | - |
| | 2 | 129 | 158 | 173 | 200 | 195 | 168 |
| | 3 | 322 | 339 | 357 | 387 | 410 | 441 |
| Endocrinology | 1 | 41 | 88 | 92 | 57 | 50 | 37 |
| | 2 | 278 | 255 | 181 | 142 | 148 | 132 |
| | 3 | - | - | - | - | - | - |
| Gastroenterology | 1 | 67 | 88 | 103 | 126 | 110 | 93 |
| | 2 | 1352 | 852 | 811 | 644 | 647 | 622 |
| | 3 | - | - | - | - | - | - |
| General Medicine | 1 | 120 | 173 | 217 | 218 | 59 | 73 |
| | 2 | 324 | 353 | 388 | 436 | 112 | 126 |
| | 3 | - | - | - | - | - | 211 |
| General Surgery | 1 | 30 | 29 | 37 | 45 | 43 | 35 |
| | 2 | 243 | 264 | 287 | 309 | 336 | 368 |
| | 3 | 877 | 898 | 928 | 952 | 949 | 954 |
| Gynaecology | 1 | 36 | 32 | 49 | 71 | 50 | 67 |
| | 2 | 160 | 178 | 196 | 185 | 192 | 202 |
| | 3 | 402 | 420 | 451 | 477 | 502 | 528 |
| Nephrology | 1 | - | - | - | 106 | - | - |
| | 2 | 80 | 97 | 124 | 148 | 156 | 118 |
| | 3 | 254 | 283 | 309 | 335 | 361 | 390 |
| Neurology | 1 | - | - | - | - | 19 | - |
| | 2 | 169 | 177 | 189 | 210 | 231 | 245 |
| | 3 | - | - | - | - | - | - |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | 43 | 26 | 37 | 42 | 54 | 37 |
| | 2 | 265 | 267 | 281 | 305 | 315 | 310 |
| | 3 | 1370 | 1395 | 1421 | 1443 | 1464 | 1488 |
| Orthopaedic | 1 | 21 | 11 | 15 | 15 | 15 | 23 |
| | 2 | 437 | 452 | 473 | 498 | 505 | 523 |
| | 3 | 456 | 472 | 498 | 519 | 519 | 546 |
| Pain Management | 1 | 67 | - | - | - | - | - |
| | 2 | 485 | 322 | 427 | - | - | - |
| | 3 | 1056 | 677 | 481 | 351 | 269 | 130 |

| | | | | | | | |
|------------------------------------|---|------|------|------|------|------|------|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | 105 | 51 | 71 | 57 | 50 | - |
| | 2 | 706 | 635 | 601 | 573 | 590 | 598 |
| | 3 | 2319 | 2315 | 2346 | 2394 | 2456 | 2487 |
| Rheumatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Urology | 1 | 42 | 22 | 53 | 33 | 50 | 32 |
| | 2 | 631 | 648 | 678 | 696 | 697 | 697 |
| | 3 | 1725 | 1726 | 1752 | 1780 | 1802 | 1832 |
| Vascular Surgery | 1 | 26 | 9 | - | - | 15 | - |
| | 2 | 55 | 57 | 35 | - | 22 | 33 |
| | 3 | 273 | - | - | - | - | - |

Table 78: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months - Townsville HHS

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | 37 | - | - | - | 19 |
| | 2 | 44 | 40 | 60 | 80 | 67 | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | 163 | 170 | 186 | 204 | 207 | 185 |
| | 2 | 565 | 555 | 556 | 562 | 542 | 559 |
| | 3 | 894 | 874 | 916 | 884 | 971 | 1000 |
| Dermatology | 1 | - | - | - | - | 108 | 139 |
| | 2 | 57 | 80 | 94 | 125 | 123 | 154 |
| | 3 | - | - | 78 | 109 | 131 | 161 |
| Diabetes | 1 | 400 | 344 | 265 | 293 | 314 | 257 |
| | 2 | 472 | 597 | 627 | 545 | 595 | 722 |
| | 3 | 711 | 725 | 768 | 799 | 834 | 872 |
| Ear Nose and Throat | 1 | 64 | 93 | 111 | 103 | 244 | 130 |
| | 2 | 793 | 816 | 827 | 857 | 885 | 910 |
| | 3 | 873 | 898 | 924 | 948 | 968 | 998 |
| Endocrinology | 1 | 344 | 351 | 288 | 296 | 287 | 294 |
| | 2 | 634 | 649 | 679 | 702 | 727 | 744 |
| | 3 | 767 | 850 | 885 | 911 | 941 | 970 |
| Gastroenterology | 1 | 79 | 60 | 90 | 100 | 101 | 67 |
| | 2 | 105 | 72 | 84 | 94 | 101 | 124 |
| | 3 | 345 | 372 | 398 | 427 | 444 | 459 |
| General Medicine | 1 | 329 | 302 | - | - | - | - |
| | 2 | 527 | - | - | - | - | - |
| | 3 | 501 | - | - | - | - | - |
| General Surgery | 1 | 58 | 66 | 90 | 102 | 110 | 53 |
| | 2 | 574 | 600 | 626 | 653 | 680 | 708 |
| | 3 | 535 | 558 | 587 | 613 | 638 | 659 |
| Gynaecology | 1 | 165 | 168 | 162 | 148 | 184 | 145 |
| | 2 | 191 | 180 | 159 | 189 | 157 | 220 |
| | 3 | 342 | 325 | 280 | 263 | 245 | 258 |
| Nephrology | 1 | 59 | 79 | - | - | - | 36 |
| | 2 | 175 | 141 | 124 | 125 | 141 | 151 |
| | 3 | - | - | - | - | - | - |
| Neurology | 1 | 92 | 86 | 78 | 70 | 87 | 103 |
| | 2 | 256 | 277 | 314 | 353 | 388 | 398 |
| | 3 | 514 | 544 | 574 | 600 | 634 | 657 |
| Neurosurgery | 1 | 193 | 220 | 259 | 316 | 314 | 281 |
| | 2 | 862 | 891 | 916 | 946 | 974 | 1005 |
| | 3 | 969 | 998 | 1022 | 1051 | 1079 | 1109 |
| Ophthalmology | 1 | 65 | 119 | 98 | 100 | 45 | 59 |
| | 2 | 1429 | 1448 | 1463 | 1491 | 1522 | 1553 |
| | 3 | 1185 | 1198 | 1224 | 1251 | 1271 | 1295 |
| Orthopaedic | 1 | 40 | 45 | 52 | 81 | 79 | 43 |
| | 2 | 162 | 165 | 194 | 224 | 238 | 213 |
| | 3 | 821 | 852 | 877 | 896 | 918 | 944 |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | 910 | 401 | 418 | 418 | 417 | 440 |
| | 3 | - | - | - | - | - | 122 |

| | | | | | | | |
|------------------------------------|---|------|------|------|------|------|------|
| Plastic and Reconstructive Surgery | 1 | 50 | 40 | 73 | 97 | 129 | - |
| | 2 | 1450 | 1476 | 1512 | 1549 | 1570 | 1628 |
| | 3 | 2142 | 2164 | 2231 | 2262 | 2290 | 2321 |
| Respiratory | 1 | 805 | 823 | 672 | 708 | 727 | 620 |
| | 2 | 902 | 995 | 818 | 794 | 821 | 846 |
| | 3 | - | - | - | - | - | 468 |
| Rheumatology | 1 | 792 | 830 | 855 | 871 | 880 | 889 |
| | 2 | 1008 | 1038 | 1069 | 1095 | 1123 | 1153 |
| | 3 | 984 | 1015 | 1045 | 1077 | 1106 | 1136 |
| Urology | 1 | 72 | 53 | - | 45 | 47 | - |
| | 2 | 100 | 121 | 131 | 121 | 133 | 124 |
| | 3 | 373 | 376 | 412 | 421 | 465 | 384 |
| Vascular Surgery | 1 | 77 | 101 | 123 | 139 | 78 | 123 |
| | 2 | 1318 | 1306 | 1332 | 1368 | 1392 | 1431 |
| | 3 | 2009 | 2036 | 2065 | 2093 | 2120 | 2147 |

Table 79: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months - West Moreton HHS

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | - | - | - | - | - | - |
| | 2 | 138 | 157 | 166 | 176 | 189 | 176 |
| | 3 | 133 | 132 | 131 | 153 | 186 | 212 |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | 52 | 46 | - | 25 | 52 | 35 |
| | 2 | 201 | 202 | 246 | 184 | 182 | 185 |
| | 3 | - | - | - | - | - | - |
| Ear Nose and Throat | 1 | 17 | 27 | 30 | 18 | 25 | 27 |
| | 2 | 226 | 226 | 292 | 264 | 277 | 279 |
| | 3 | 400 | 389 | 512 | 388 | 339 | 324 |
| Endocrinology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Gastroenterology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| General Medicine | 1 | - | - | - | - | - | - |
| | 2 | 111 | 96 | 139 | 130 | 142 | 143 |
| | 3 | 157 | 109 | - | 156 | 177 | 196 |
| General Surgery | 1 | 29 | 13 | 12 | 11 | 12 | 27 |
| | 2 | 223 | 211 | 242 | 232 | 231 | 236 |
| | 3 | - | - | - | - | - | - |
| Gynaecology | 1 | 42 | 30 | 32 | 35 | 44 | 36 |
| | 2 | 105 | 89 | 161 | 134 | 140 | 152 |
| | 3 | 118 | 125 | 227 | 142 | 136 | 153 |
| Nephrology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | - | - | - | - | - | - |
| | 2 | 766 | 779 | - | 828 | 839 | 859 |
| | 3 | 1200 | 1202 | - | 1244 | 1250 | 1240 |
| Orthopaedic | 1 | 15 | 11 | 15 | 25 | 24 | 18 |
| | 2 | 160 | 171 | 229 | 214 | 215 | 230 |
| | 3 | 553 | 555 | 662 | 604 | 604 | 592 |
| Pain Management | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

| | | | | | | | |
|--|---|------|------|-----|-----|-----|-----|
| Plastic and Reconstructive Surgery | 1 | 39 | 38 | 49 | 72 | 43 | 54 |
| | 2 | 701 | 712 | 250 | 748 | 769 | 795 |
| | 3 | 764 | 245 | - | 262 | 263 | 277 |
| Respiratory | 1 | - | - | - | - | 17 | - |
| | 2 | 128 | 131 | 110 | 185 | 210 | 217 |
| | 3 | 164 | 167 | 72 | 198 | 254 | 278 |
| Rheumatology | 1 | - | - | - | - | 29 | - |
| | 2 | 361 | 388 | - | 430 | 409 | 396 |
| | 3 | 523 | 520 | - | 563 | 571 | 602 |
| Urology | 1 | - | - | - | - | - | - |
| | 2 | 285 | 266 | 179 | 266 | 258 | 259 |
| | 3 | 1032 | 1002 | - | 983 | 951 | 969 |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

Table 80: Percentage of patients waiting for a specialist outpatient initial service event within the clinically recommended time, by specialist clinic and urgency category (CAT), for selected months -
Wide Bay HHS

| Clinic | CAT | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|---------------------|-----|--------|--------|--------|--------|--------|--------|
| Cardiac Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Cardiology | 1 | 605 | 636 | 695 | 747 | 761 | 804 |
| | 2 | 769 | 791 | 452 | 877 | 905 | 936 |
| | 3 | 114 | - | - | - | 219 | - |
| Dermatology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Diabetes | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ear Nose and Throat | 1 | - | - | - | - | - | - |
| | 2 | 322 | 214 | 245 | 276 | 304 | - |
| | 3 | 1208 | 1093 | - | - | - | - |
| Endocrinology | 1 | - | - | - | - | - | - |
| | 2 | 216 | 210 | 230 | 251 | 276 | 233 |
| | 3 | 2661 | 2657 | 2666 | 2685 | 2691 | 2733 |
| Gastroenterology | 1 | 154 | - | - | - | - | - |
| | 2 | 279 | 293 | 297 | 315 | 309 | 350 |
| | 3 | - | - | - | 172 | - | - |
| General Medicine | 1 | 142 | 40 | 59 | 84 | 42 | 68 |
| | 2 | 279 | 257 | 249 | 261 | 267 | 292 |
| | 3 | 633 | 645 | 675 | 700 | 698 | 536 |
| General Surgery | 1 | 38 | 38 | 57 | 45 | 39 | 32 |
| | 2 | 416 | 286 | 243 | 241 | 214 | 200 |
| | 3 | 1273 | 1093 | 1006 | 1016 | 988 | 894 |
| Gynaecology | 1 | 47 | 73 | 91 | 59 | 81 | 69 |
| | 2 | 93 | 103 | 103 | 93 | 110 | 119 |
| | 3 | 161 | 184 | 197 | 214 | 235 | 251 |
| Nephrology | 1 | 75 | - | 50 | 81 | 98 | 44 |
| | 2 | 377 | 368 | 337 | 336 | 357 | 380 |
| | 3 | 795 | 806 | 838 | 868 | 894 | 878 |
| Neurology | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Neurosurgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Ophthalmology | 1 | - | - | - | - | - | - |
| | 2 | 803 | 836 | 868 | 897 | 925 | 962 |
| | 3 | 889 | 933 | 964 | 994 | 1022 | 1046 |
| Orthopaedic | 1 | 136 | 16 | 32 | 36 | 47 | 55 |
| | 2 | 604 | 606 | 637 | 670 | 689 | 719 |
| | 3 | 1268 | 1207 | 1046 | 1056 | 1038 | 1055 |
| Pain Management | 1 | 624 | 628 | 649 | 629 | 630 | 659 |
| | 2 | 1310 | 1338 | 1367 | 1386 | 1459 | 1466 |
| | 3 | 2619 | 2580 | 2611 | 2642 | 2598 | 2617 |

| | | | | | | | |
|------------------------------------|---|------|------|------|------|------|------|
| Plastic and Reconstructive Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Respiratory | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |
| Rheumatology | 1 | 209 | 190 | 191 | 215 | 218 | 123 |
| | 2 | 1662 | 1643 | 1580 | 1547 | 1407 | 1303 |
| | 3 | 615 | 645 | 676 | 707 | 731 | 764 |
| Urology | 1 | 241 | 268 | 299 | 317 | 322 | 350 |
| | 2 | 624 | 616 | 662 | 723 | 745 | 848 |
| | 3 | 1184 | 1251 | 1238 | 1273 | 1304 | 1348 |
| Vascular Surgery | 1 | - | - | - | - | - | - |
| | 2 | - | - | - | - | - | - |
| | 3 | - | - | - | - | - | - |

HEALTH AND COMMUNITY SERVICES COMMITTEE

2013 ESTIMATES PRE-HEARING

QUESTION ON NOTICE

No. 5

THE HEALTH AND COMMUNITY SERVICES COMMITTEE ASKED THE MINISTER FOR HEALTH (Mr SPRINGBORG)—

QUESTION:

I refer to page 21 of the SDS and ask the Minister to please outline, for each reporting hospital and aggregated by HHS and totalled for the state; how many patients are waiting for an initial service event in surgical or non-surgical specialist outpatient clinic and how many such initial service events have occurred in each month from June 2012 to June 2013 inclusive?

ANSWER:

Queensland Health's Hospital Performance website publishes information on the number of patients waiting for an initial specialist outpatient service event by specialty type, and by hospital, for the most recent quarterly census date. Also available online is the number of initial service events, by specialty type, and by reporting hospital for the most recent quarter. The Hospital Performance website is available at <http://www.health.qld.gov.au/hospitalperformance/>

Because the data source for these measures is a dynamic hospital information system, and these figures were re-generated in order to answer the question, some information provided may vary slightly from that reported through Hospital Performance. All information published on Hospital Performance is caveated as being preliminary and subject to change for this reason.

Queensland Health began publication of quarterly specialist outpatient activity in April 2013, following a number of investments in this area including enhancements to information systems, implementation of a statewide standard clinic code set, and appointment of Business Practice Improvement Officers in reporting hospitals. Prior to April 2013, hospital staff completed an annual survey to manually count the numbers of patients waiting. Standardised systems and clinics codes, and improved data quality has allowed more regular publication of specialist outpatient activity and demand.

For these reasons, some of the information requested is unavailable. Regarding the initial service events, data before July 2012 is unavailable, as is data after March 2013, as this quarter's data is not yet validated by Hospital and Health Services. Regarding information on the patients waiting for an initial service event, monthly data on patients waiting is unavailable before 1 October 2012.

I am also pleased to provide in Attachment 1, six tables containing the available data:

- Table 1: The number of patients waiting for an initial specialist outpatient service event, by specialty type, by reporting hospital, for each monthly census date from 1 October 2012 to 1 March 2013.

- Table 2: The number of patients waiting for an initial specialist outpatient service event, by specialty type, by Hospital and Health Service, for each monthly census date from 1 October 2012 to 1 March 2013.
- Table 3: The number of surgical initial specialist outpatient service events, by reporting hospital, for each month from July 2012 to March 2013.
- Table 4: The number of non-surgical initial specialist outpatient service events, by reporting hospital, for each month from July 2012 to March 2013.
- Table 5: The number of initial service events in a surgical specialist outpatient clinic, by Hospital and Health Service, for each month from July 2012 to March 2013.
- Table 6: The number of non-surgical initial specialist outpatient service events, by Hospital and Health Service, for each month from July 2012 to March 2013.

Table 1: Number of patients waiting for an initial service event in a specialist outpatient clinic, Queensland Reporting Hospitals, selected months

| HOSPITAL | surgical | | | | | | non-surgical | | | | | |
|-------------------------------------|----------|---------|---------|---------|---------|---------|--------------|--------|--------|--------|--------|--------|
| | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
| Atherton Hospital | 150 | 162 | 139 | 119 | 170 | 168 | 119 | 137 | 116 | 102 | 118 | 136 |
| Beaudesert Hospital | 5 | 29 | 29 | 20 | 17 | 27 | 132 | 142 | 154 | 135 | 153 | 158 |
| Bundaberg Hospital | 2,149 | 2,088 | 1,964 | 1,878 | 1,858 | 1,777 | 898 | 899 | 920 | 915 | 953 | 914 |
| Caboolture Hospital | 2,520 | 2,324 | 2,432 | 2,502 | 2,650 | 2,688 | 1,616 | 1,544 | 1,554 | 1,589 | 1,567 | 1,454 |
| Cairns Base Hospital | 8,125 | 8,074 | 8,217 | 8,540 | 8,744 | 8,952 | 3,831 | 3,950 | 3,725 | 3,761 | 3,955 | 4,077 |
| Caloundra Hospital | 2,749 | 2,731 | 2,677 | 2,725 | 2,744 | 2,705 | 65 | 75 | 63 | 67 | 51 | 57 |
| Emerald Hospital | 110 | 147 | 151 | 126 | 146 | 142 | 33 | 36 | 19 | 18 | 39 | 34 |
| Gladstone Hospital | 554 | 532 | 532 | 526 | 538 | 526 | 344 | 433 | 367 | 348 | 315 | 336 |
| Gold Coast Hospital | 18,806 | 19,106 | 19,615 | 19,985 | 19,856 | 19,858 | 5,210 | 5,194 | 5,426 | 5,411 | 5,355 | 5,169 |
| Gympie Hospital | 731 | 776 | 776 | 746 | 767 | 739 | 287 | 283 | 301 | 339 | 317 | 241 |
| Hervey Bay Hospital | 2,141 | 2,145 | 2,080 | 1,874 | 1,615 | 1,564 | 830 | 814 | 749 | 617 | 547 | 527 |
| Innisfail Hospital | 431 | 477 | 500 | 315 | 311 | 272 | 91 | 87 | 72 | 83 | 138 | 126 |
| Ipswich Hospital | 6,489 | 6,649 | 1,113 | 7,501 | 7,773 | 7,851 | 2,097 | 2,074 | 592 | 2,275 | 2,108 | 2,059 |
| Kingaroy Hospital | 99 | 99 | 106 | 100 | 112 | 112 | 80 | 83 | 82 | 78 | 82 | 75 |
| Logan Hospital | 10,275 | 10,269 | 10,778 | 11,087 | 10,840 | 12,175 | 5,035 | 5,008 | 5,197 | 5,450 | 5,413 | 5,474 |
| Mackay Base Hospital | 2,514 | 2,559 | 2,640 | 2,664 | 2,434 | 2,522 | 1,620 | 1,972 | 2,014 | 2,097 | 2,274 | 2,367 |
| Maryborough Hospital | 1,251 | 1,245 | 1,212 | 1,152 | 1,047 | 977 | 355 | 371 | 335 | 317 | 291 | 326 |
| Mount Isa Hospital | 1,097 | 1,090 | 1,112 | 1,168 | 1,106 | 975 | 581 | 598 | 580 | 644 | 607 | 590 |
| Nambour Hospital | 6,839 | 6,475 | 6,810 | 6,894 | 7,179 | 7,113 | 2,574 | 2,480 | 2,599 | 2,630 | 2,584 | 2,394 |
| Queen Elizabeth II Jubilee Hospital | 10,329 | 9,777 | 9,766 | 8,674 | 8,308 | 8,424 | 573 | 602 | 614 | 627 | 593 | 610 |
| Redcliffe Hospital | 5,871 | 5,684 | 5,934 | 5,764 | 5,563 | 5,652 | 1,409 | 1,299 | 1,372 | 1,417 | 1,479 | 1,457 |
| Redland Hospital | 3,298 | 3,053 | 3,108 | 3,260 | 3,265 | 3,169 | 1,014 | 1,006 | 1,012 | 1,142 | 1,154 | 1,205 |
| Rockhampton Base Hospital | 4,204 | 4,278 | 4,522 | 5,830 | 5,751 | 5,778 | 2,006 | 2,151 | 2,135 | 2,379 | 2,355 | 2,208 |
| Royal Children's Hospital | 4,584 | 4,384 | 4,230 | 4,279 | 4,041 | 3,745 | 2,139 | 1,972 | 1,880 | 1,930 | 1,799 | 1,732 |
| The Prince Charles Hospital | 2,675 | 3,012 | 3,139 | 3,318 | 3,212 | 3,294 | 2,942 | 3,051 | 3,220 | 3,339 | 3,555 | 3,729 |
| Toowoomba Hospital | 9,394 | 9,086 | 9,224 | 9,466 | 9,520 | 9,940 | 1,128 | 1,158 | 1,251 | 1,328 | 1,343 | 1,403 |
| Townsville Hospital | 12,427 | 12,638 | 12,476 | 12,789 | 12,829 | 12,853 | 8,242 | 7,550 | 7,240 | 7,114 | 6,865 | 6,719 |
| TOTAL ¹ | 119,817 | 118,889 | 115,282 | 123,302 | 122,396 | 123,998 | 45,251 | 44,969 | 43,589 | 46,152 | 46,010 | 45,577 |

¹ excludes Princess Alexandra and Royal Brisbane and Women's Hospitals

Table 2: Number of patients waiting for an initial service event in a specialist outpatient clinic, by Hospital and Health Service, Queensland Reporting Hospitals, selected months

| HHS | surgical | | | | | | non-surgical | | | | | |
|------------------------------|----------|--------|--------|--------|--------|--------|--------------|--------|--------|--------|--------|--------|
| | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
| Cairns and Hinterland HHS | 8,706 | 8,713 | 8,856 | 8,974 | 9,225 | 9,392 | 4,041 | 4,174 | 3,913 | 3,946 | 4,211 | 4,339 |
| Central Queensland HHS | 4,868 | 4,957 | 5,205 | 6,482 | 6,435 | 6,446 | 2,383 | 2,620 | 2,521 | 2,745 | 2,709 | 2,578 |
| Children's Health Queensland | 4,584 | 4,384 | 4,230 | 4,279 | 4,041 | 3,745 | 2,139 | 1,972 | 1,880 | 1,930 | 1,799 | 1,732 |
| Darling Downs HHS | 9,493 | 9,185 | 9,330 | 9,566 | 9,632 | 10,052 | 1,208 | 1,241 | 1,333 | 1,406 | 1,425 | 1,478 |
| Gold Coast HHS | 18,806 | 19,106 | 19,615 | 19,985 | 19,856 | 19,858 | 5,210 | 5,194 | 5,426 | 5,411 | 5,355 | 5,169 |
| Mackay HHS | 2,514 | 2,559 | 2,640 | 2,664 | 2,434 | 2,522 | 1,620 | 1,972 | 2,014 | 2,097 | 2,274 | 2,367 |
| Metro North HHS ¹ | 11,066 | 11,020 | 11,505 | 11,584 | 11,425 | 11,634 | 5,967 | 5,894 | 6,146 | 6,345 | 6,601 | 6,640 |
| Metro South HHS ² | 23,907 | 23,128 | 23,681 | 23,041 | 22,430 | 23,795 | 6,754 | 6,758 | 6,977 | 7,354 | 7,313 | 7,447 |
| North West HHS | 1,097 | 1,090 | 1,112 | 1,168 | 1,106 | 975 | 581 | 598 | 580 | 644 | 607 | 590 |
| Sunshine Coast HHS | 10,319 | 9,982 | 10,263 | 10,365 | 10,690 | 10,557 | 2,926 | 2,838 | 2,963 | 3,036 | 2,952 | 2,692 |
| Townsville HHS | 12,427 | 12,638 | 12,476 | 12,789 | 12,829 | 12,853 | 8,242 | 7,550 | 7,240 | 7,114 | 6,865 | 6,719 |
| West Moreton HHS | 6,489 | 6,649 | 1,113 | 7,501 | 7,773 | 7,851 | 2,097 | 2,074 | 592 | 2,275 | 2,108 | 2,059 |
| Wide Bay HHS | 5,541 | 5,478 | 5,256 | 4,904 | 4,520 | 4,318 | 2,083 | 2,084 | 2,004 | 1,849 | 1,791 | 1,767 |

¹ excludes Royal Brisbane and Women's Hospital

² excludes Princess Alexandra Hospital

Table 3: Number of initial service events in surgical specialist outpatient clinics, Queensland Reporting Hospitals, selected months

| HOSPITAL | Jul-12 | Aug-12 | Sep-12 | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|-------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Atherton Hospital | 44 | 66 | 32 | 68 | 41 | 36 | 42 | 17 | 49 |
| Beaudesert Hospital | | | | 1 | | 4 | 6 | 6 | 5 |
| Bundaberg Hospital | 389 | 480 | 383 | 470 | 543 | 471 | 422 | 457 | 519 |
| Caboolture Hospital | 366 | 437 | 282 | 378 | 386 | 229 | 155 | 229 | 281 |
| Cairns Base Hospital | 1,068 | 1,296 | 997 | 1,285 | 1,267 | 957 | 1,074 | 1,229 | 1,169 |
| Caloundra Hospital | 288 | 277 | 250 | 261 | 263 | 151 | 189 | 203 | 221 |
| Emerald Hospital | 28 | 35 | 22 | 49 | 9 | 11 | 4 | 33 | 7 |
| Gladstone Hospital | 135 | 114 | 98 | 154 | 147 | 112 | 123 | 155 | 154 |
| Gold Coast Hospital | 2,071 | 2,461 | 2,071 | 2,600 | 2,559 | 1,979 | 2,324 | 2,612 | 2,586 |
| Gympie Hospital | 88 | 113 | 100 | 140 | 84 | 76 | 77 | 94 | 112 |
| Hervey Bay Hospital | 439 | 462 | 371 | 495 | 460 | 379 | 370 | 320 | 282 |
| Innisfail Hospital | 76 | 29 | 30 | 53 | 16 | 24 | 10 | 72 | 66 |
| Ipswich Hospital | 1,151 | 1,099 | 997 | 1,249 | 1,201 | 884 | 599 | 1,113 | 1,203 |
| Kingaroy Hospital | 8 | 12 | 7 | 12 | 8 | 1 | 17 | 6 | 38 |
| Logan Hospital | 733 | 684 | 495 | 745 | 831 | 534 | 502 | 588 | 691 |
| Mackay Base Hospital | 408 | 548 | 509 | 654 | 546 | 363 | 628 | 747 | 568 |
| Maryborough Hospital | 217 | 210 | 148 | 245 | 218 | 151 | 117 | 127 | 129 |
| Mount Isa Hospital | 182 | 216 | 154 | 171 | 200 | 82 | 121 | 182 | 186 |
| Nambour Hospital | 815 | 979 | 830 | 961 | 1,065 | 719 | 728 | 771 | 856 |
| Queen Elizabeth II Jubilee Hospital | 966 | 1,130 | 877 | 1,028 | 1,123 | 812 | 692 | 1,012 | 1,012 |
| Redcliffe Hospital | 903 | 999 | 888 | 1,021 | 833 | 514 | 655 | 677 | 744 |
| Redland Hospital | 440 | 491 | 483 | 643 | 559 | 437 | 354 | 479 | 471 |
| Rockhampton Base Hospital | 500 | 510 | 439 | 584 | 540 | 441 | 436 | 592 | 621 |
| Royal Children's Hospital | 985 | 1,153 | 997 | 1,060 | 1,033 | 791 | 780 | 857 | 1,050 |
| The Prince Charles Hospital | 431 | 479 | 393 | 479 | 513 | 293 | 369 | 455 | 545 |
| Toowoomba Hospital | 504 | 537 | 483 | 500 | 560 | 444 | 347 | 509 | 483 |
| Townsville Hospital | 1,407 | 1,577 | 1,387 | 1,455 | 1,393 | 1,024 | 999 | 1,150 | 1,092 |
| TOTAL ¹ | 14,642 | 16,394 | 13,723 | 16,761 | 16,398 | 11,919 | 12,140 | 14,692 | 15,140 |

¹ excludes Princess Alexandra and Royal Brisbane and Women's Hospitals

Table 4: Number of initial service events in non-surgical specialist outpatient clinics, Queensland Reporting Hospitals, selected months

| HOSPITAL | Jul-12 | Aug-12 | Sep-12 | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|-------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Atherton Hospital | 67 | 51 | 52 | 49 | 52 | 43 | 32 | 38 | 41 |
| Beaudesert Hospital | 4 | 3 | 5 | 13 | | 7 | 20 | 22 | 13 |
| Bundaberg Hospital | 160 | 140 | 129 | 145 | 185 | 119 | 120 | 147 | 200 |
| Caboolture Hospital | 309 | 260 | 209 | 288 | 231 | 129 | 150 | 221 | 225 |
| Cairns Base Hospital | 1,194 | 1,237 | 1,149 | 1,198 | 1,290 | 878 | 1,182 | 1,278 | 1,307 |
| Caloundra Hospital | 38 | 41 | 37 | 36 | 48 | 34 | 32 | 45 | 59 |
| Emerald Hospital | 6 | 17 | 18 | 12 | 7 | 31 | 5 | 21 | 6 |
| Gladstone Hospital | 165 | 141 | 114 | 124 | 96 | 118 | 126 | 129 | 79 |
| Gold Coast Hospital | 1,215 | 1,180 | 1,079 | 1,327 | 1,297 | 953 | 1,248 | 1,393 | 1,353 |
| Gympie Hospital | 73 | 106 | 110 | 89 | 110 | 42 | 68 | 100 | 115 |
| Hervey Bay Hospital | 245 | 256 | 263 | 289 | 282 | 190 | 232 | 183 | 164 |
| Innisfail Hospital | 62 | 45 | 40 | 55 | 52 | 45 | 24 | 54 | 45 |
| Ipswich Hospital | 719 | 781 | 678 | 809 | 904 | 580 | 588 | 785 | 825 |
| Kingaroy Hospital | 4 | 6 | 3 | 7 | 2 | | 3 | 3 | 8 |
| Logan Hospital | 357 | 341 | 265 | 512 | 463 | 363 | 410 | 454 | 464 |
| Mackay Base Hospital | 377 | 456 | 435 | 438 | 582 | 788 | 851 | 1,745 | 3,059 |
| Maryborough Hospital | 52 | 82 | 61 | 75 | 85 | 69 | 56 | 49 | 58 |
| Mount Isa Hospital | 80 | 98 | 94 | 112 | 102 | 101 | 63 | 143 | 79 |
| Nambour Hospital | 624 | 750 | 690 | 796 | 876 | 607 | 526 | 735 | 846 |
| Queen Elizabeth II Jubilee Hospital | 136 | 137 | 122 | 146 | 153 | 91 | 119 | 142 | 142 |
| Redcliffe Hospital | 364 | 339 | 285 | 366 | 323 | 200 | 257 | 310 | 341 |
| Redland Hospital | 187 | 178 | 160 | 222 | 221 | 131 | 85 | 154 | 142 |
| Rockhampton Base Hospital | 355 | 335 | 313 | 332 | 363 | 322 | 272 | 391 | 376 |
| Royal Children's Hospital | 773 | 956 | 776 | 700 | 831 | 506 | 508 | 580 | 581 |
| The Prince Charles Hospital | 375 | 344 | 352 | 419 | 429 | 310 | 355 | 440 | 458 |
| Toowoomba Hospital | 179 | 165 | 153 | 242 | 222 | 153 | 227 | 262 | 291 |
| Townsville Hospital | 1,154 | 1,410 | 1,251 | 1,324 | 1,451 | 835 | 978 | 1,180 | 1,116 |
| TOTAL ¹ | 9,274 | 9,855 | 8,843 | 10,125 | 10,657 | 7,645 | 8,537 | 11,004 | 12,393 |

¹ excludes Princess Alexandra and Royal Brisbane and Women's Hospitals

Table 5: Number of initial service events in a surgical specialist outpatient clinic, by Hospital and Health Service, Queensland Reporting Hospitals, selected months

| HHS | Jul-12 | Aug-12 | Sep-12 | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Cairns and Hinterland HHS | 1,188 | 1,391 | 1,059 | 1,406 | 1,324 | 1,017 | 1,126 | 1,318 | 1,284 |
| Central Queensland HHS | 663 | 659 | 559 | 787 | 696 | 564 | 563 | 780 | 782 |
| Children's Health Queensland | 985 | 1,153 | 997 | 1,060 | 1,033 | 791 | 780 | 857 | 1,050 |
| Darling Downs HHS | 512 | 549 | 490 | 512 | 568 | 445 | 364 | 515 | 521 |
| Gold Coast HHS | 2,071 | 2,461 | 2,071 | 2,600 | 2,559 | 1,979 | 2,324 | 2,612 | 2,586 |
| Mackay HHS | 408 | 548 | 509 | 654 | 546 | 363 | 628 | 747 | 568 |
| Metro North HHS ¹ | 1,700 | 1,915 | 1,563 | 1,878 | 1,732 | 1,036 | 1,179 | 1,361 | 1,570 |
| Metro South HHS ² | 2,139 | 2,305 | 1,855 | 2,417 | 2,513 | 1,787 | 1,554 | 2,085 | 2,179 |
| North West HHS | 182 | 216 | 154 | 171 | 200 | 82 | 121 | 182 | 186 |
| Sunshine Coast HHS | 1,191 | 1,369 | 1,180 | 1,362 | 1,412 | 946 | 994 | 1,068 | 1,189 |
| Townsville HHS | 1,407 | 1,577 | 1,387 | 1,455 | 1,393 | 1,024 | 999 | 1,150 | 1,092 |
| West Moreton HHS | 1,151 | 1,099 | 997 | 1,249 | 1,201 | 884 | 599 | 1,113 | 1,203 |
| Wide Bay HHS | 1,045 | 1,152 | 902 | 1,210 | 1,221 | 1,001 | 909 | 904 | 930 |

¹ excludes Royal Brisbane and Women's Hospital

² excludes Princess Alexandra Hospital

Table 6: Number of initial service events in a non-surgical specialist outpatient clinic, by Hospital and Health Service, Queensland Reporting Hospitals, selected months

| HHS | Jul-12 | Aug-12 | Sep-12 | Oct-12 | Nov-12 | Dec-12 | Jan-13 | Feb-13 | Mar-13 |
|------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Cairns and Hinterland HHS | 1,323 | 1,333 | 1,241 | 1,302 | 1,394 | 966 | 1,238 | 1,370 | 1,393 |
| Central Queensland HHS | 526 | 493 | 445 | 468 | 466 | 471 | 403 | 541 | 461 |
| Children's Health Queensland | 773 | 956 | 776 | 700 | 831 | 506 | 508 | 580 | 581 |
| Darling Downs HHS | 183 | 171 | 156 | 249 | 224 | 153 | 230 | 265 | 299 |
| Gold Coast HHS | 1,215 | 1,180 | 1,079 | 1,327 | 1,297 | 953 | 1,248 | 1,393 | 1,353 |
| Mackay HHS | 377 | 456 | 435 | 438 | 582 | 788 | 851 | 1,745 | 3,059 |
| Metro North HHS ¹ | 1,048 | 943 | 846 | 1,073 | 983 | 639 | 762 | 971 | 1,024 |
| Metro South HHS ² | 684 | 659 | 552 | 893 | 837 | 592 | 634 | 772 | 761 |
| North West HHS | 80 | 98 | 94 | 112 | 102 | 101 | 63 | 143 | 79 |
| Sunshine Coast HHS | 735 | 897 | 837 | 921 | 1,034 | 683 | 626 | 880 | 1,020 |
| Townsville HHS | 1,154 | 1,410 | 1,251 | 1,324 | 1,451 | 835 | 978 | 1,180 | 1,116 |
| West Moreton HHS | 719 | 781 | 678 | 809 | 904 | 580 | 588 | 785 | 825 |
| Wide Bay HHS | 457 | 478 | 453 | 509 | 552 | 378 | 408 | 379 | 422 |

¹ excludes Royal Brisbane and Women's Hospital

² excludes Princess Alexandra Hospital

HEALTH AND COMMUNITY SERVICES COMMITTEE

2013 ESTIMATES PRE-HEARING

QUESTION ON NOTICE

No. 6

THE HEALTH AND COMMUNITY SERVICES COMMITTEE ASKED THE MINISTER FOR HEALTH
(Mr SPRINGBORG)—

QUESTION:

I refer to page 7 of the SDS and ask the Minister to please outline, what proportion of the well-used KPMG figure of \$1.2 billion for describing the seven years estimated costs for the Queensland Health payroll and rostering systems can be attributed to normal operational costs for such a large and complex workforce, particularly where costs previously expended in health districts budgets are now overtly attributed to these systems?

ANSWER:

The \$1.253 billion cost that KPMG estimated included \$1 billion for normal operating costs over seven years.

Please refer to the attached KPMG Report for all Queensland Payroll information.



Queensland Health

Review of the Queensland Health Payroll System

31 May 2012

This report contains 45 pages

QH Payroll Review Report 31 May 2012 VF

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1 **Queensland Health Payroll Overview**

Background

Queensland Health (QH) went live with a new payroll system, comprising two interfacing systems Workbrain and SAP, on 8 March 2010 and since then have experienced significant and ongoing challenges with the system.

Complex operating environment

The QH payroll operating environment is uniquely complex in that:

- QH employs approximately **85,000 staff** across a range of professional occupations, many of whom work a **24-hour, seven day a week roster**.
- Staff are employed under **two different Acts**, are covered by **12 different industrial awards** and are impacted by **6 different industrial agreements**, creating over **200 allowances** and up to **24,000 different combinations of pay**.
- The payroll system has been significantly modified to support this complexity with over **2,500 customisations** to the system and over **130 manual workarounds**.
- **1,010 payroll staff** are required to perform over **200,000 manual processes** on an average of **92,000 forms** to deliver approximately **\$250m (gross) in salaries** to QH's 85,000 staff each fortnight.

Payroll issues and solutions

At present there are **nine high priority issues** and a number of **other issues impacting** on QH's **ability to deliver accurate pay outcomes each fortnight**. QH has put significant effort into resolving these issues and has developed a plan to address the highest priorities with **six key projects**.

One of these projects is focussed on **analysing the future payroll solution options** and includes a targeted approach to the external market to understand the range of system solutions and payroll operating models that may be available.

Payroll system costs

It is envisaged that the **total cost of the QH payroll system** will be **\$1,253.5m between FY10 and FY17** of which **\$416.6m will have been incurred to the end of FY12** and a further **\$836.9m forecast to be spent from FY13 to the end of FY17**.

Of the total costs of \$1,253.5m:

- **\$1,008.0m relates to payroll operations** that has and will continue to ensure that QH staff are paid on a fortnightly basis, and
- **\$245.5m relates to fixing the key issues** and undertaking a systems analysis to determine the longer term solution for the payroll system.

It must be noted that the **\$1,253.5m excludes any costs associated with the reimplementation or upgrade of the system, any contingencies** associated with the implementation of system solutions, and **additional FBT costs** that may arise from waiving overpayments rather than recovering them.

Recommendation

QH need to implement the projects that deliver payroll outcome improvements, while concurrently using a targeted approach to engage the external market to determine the best solution that accounts for the future environment.

2 Executive Summary

QH has experienced significant and ongoing challenges with its payroll system since implementation in March 2010. In light of this, the incoming Liberal National Party Government outlined a key commitment in the Premier's First 100 Day Action Plan for Queensland¹ to start an '*Audit of the Queensland Health Payroll to determine current errors and faults*'. As such, KPMG has been engaged to review the current status, proposed solutions, strategies, programs of work and governance frameworks in place for the QH payroll system.

The current review has been undertaken through interviews with relevant stakeholders and analysis of key secondary source documents relating to historical and current issues, proposed solutions and actions associated with the QH payroll system.

The details of KPMG's findings are provided in this report which outlines: the scope of the review; the history and broader context of the QH payroll system; general themes or observations; specific findings against the key issues identified to date and the solutions that have been proposed by QH to address these key issues; analysis of QH's indicative future costing for its payroll operations and improvement projects; and analysis of portfolio governance.

2.1 Summary Findings

As a result of document reviews and interviews, KPMG have identified a number of summary findings to be highlighted as part of this Executive Summary. Specifically:

- The **QH payroll operating environment and broader context is uniquely complex**. QH employs approximately 85,000 staff across a range of professional occupations, many of whom work a 24-hour, seven-day-a-week roster. Key features of the current industrial environment for QH are that employees are employed under two different Acts, are covered by 12 different industrial awards and are impacted by six different industrial agreements with over 200 separate allowances in operation across these awards and agreements. This complexity is estimated to result in over 24,000 different pay combinations each fortnight. In previous reviews conducted by Ernst & Young², it was recognised that the QH rostering and payroll system is unique, when comparing major payroll systems both in Australia and internationally.
- There is a **lengthy and convoluted history** behind the current QH payroll system which pre-dates the implementation of the solution in March 2010. An appreciation of the history of key decisions made, improvement initiatives undertaken and the evolution of the implementation project is important context for informing decision-making on future actions and associated future investments for the QH payroll system. In addition, it is recognised by key stakeholders that a number of contributing factors led to the significant challenges experienced with operating the new payroll system following 'go live' in March 2010. These factors are documented in a range of QH reviews and external reviews³ and include:

¹ Source: <http://www.thepremier.qld.gov.au/assets/100-day-action-plan.pdf>

² Source: Ernst & Young, Review of Payroll and Rostering Solutions, September 2010

³ Source: Various QH Internal Reports on Payroll, March 2010- May 2012; Ernst & Young; KPMG; Queensland Audit Office Report to Parliament No. 7 for 2010, Information systems governance and control, including the Queensland Health Implementation of Continuity Project.

- **The ‘go-live’ of the new payroll system was problematic and resulted in significant issues that have taken some time to address:** When implemented on 8 March 2010, the new payroll system had not undergone a full parallel pay run comparison, the technical infrastructure had failed, there were major system performance issues and a backlog of approximately 20,000 payroll related forms that had not been processed. This was exacerbated by the lack of familiarity of QH staff with new payroll processes and a lack of visibility of bottlenecks in the payroll process when being performed. The extent of the potential impact on the effective operation of the payroll system had not been fully understood prior to ‘go-live’ and the ongoing legacy of these issues neither predicted nor planned for;
- **Centralisation of payroll processing prior to the implementation of the new system:** The payroll operating model implemented in line with the new payroll system centralised payroll processing, thus severing the linkage between the Districts and their local payroll providers (hubs). This meant that payroll officers were to be responsible for interpreting pay information without the benefit of local knowledge of the Districts and relationships with District staff that have previously assisted with the interpretation process;
- **The complexity of the award conditions and associated pay combinations:** This has led to the need for **significant customisation** of the awards interpretation engine (Workbrain) and the payroll system (SAP). These customisations introduced considerable complexity into the administration of the payroll system itself which have impacted on its performance. Regardless of the design of the QH payroll system, the current complexity of the industrial environment for QH will continue to have the potential to impact on payroll performance into the future. Simplification of the current awards structure would require a Whole of Government approach. An assessment of the feasibility of this is beyond the scope of the current review;
- **There are some fundamental features of the current QH payroll cycle which negatively impact on pay accuracy and, correspondingly, payroll performance:** These features include existing practices which allow QH staff to lodge claims for payment over a retrospective time period of up to six years and the current timing of the pay date. The timing of the pay date essentially requires line managers to estimate likely hours to be worked by staff for the final two days of any given pay period. This approach invariably leads to discrepancies between actual hours worked and pay entitlements and has led to significant challenges in managing overpayments to staff. Currently, approximately 3,400 staff receive overpayments each pay period. The total dollar value of these overpayments is approximately \$1.7 million per pay period and has been accruing at that rate since 2010. Overpayments also incur Fringe Benefits Tax liabilities for QH, the magnitude of which is proportionate to the amount of overpayments outstanding across QH;
- **The business processes designed to deliver the payroll each fortnight are highly manual⁴:** The business processes involve approximately 130 manual system ‘work-arounds’, double handling of pay forms, retrospective payments, ad hoc payments and other associated adjustments. QH estimate that approximately 200,000 manual processes are required to process on average 92,000 forms within the payroll hubs every fortnight.

⁴ Source: QH internal reporting documentation on payroll, sourced May 2012

Approximately 500 additional payroll staff (beyond that required under the previous payroll system) have been required to complete these processes each fortnight.

2.2 Key Issues

Since the issues experienced following the initial 'go-live' of QH Payroll in March 2010, there has been a significant program of work and resources dedicated across QH and Queensland Shared Services (QSS) to firstly stabilise the current system and, more recently, to improve the performance of the existing system.

The current status of the QH payroll system is that there remains a number of key issues to be addressed. Namely:

- 1 **Historical payroll forms submission:** the current degree of retrospectivity accommodated by the QH payroll system whereby staff can submit forms for work completed up to six years ago is creating significant payroll system performance issues.
- 2 **The relationship between the Districts and Payroll hubs:** there are significant opportunities to strengthen the link between payroll staff and their 'customers' in the Districts and restore the relationship model where payroll teams typically were 'closer' to their customers and had a strong working knowledge of the specific Districts and health services they supported.
- 3 **Time between roster close and pay date:** as outlined above, the QH pay run currently commences before roster close. There is a need to expedite decision making around moving the current pay date to allow for the pay run to be based on actual hours worked rather than forecast hours worked. Changing the pay date would improve the accuracy of employee pay by allowing more time to process roster changes and therefore reducing the number of underpayments, overpayments or adjustments required.
- 4 **Payroll processing accountabilities of QH and QSS:** Following the PwC shared services report in 2010⁵, QH and QSS are progressing plans to technically separate the QH payroll system from the Whole of Government environment. After technical separation and transition, QH will be accountable for the transaction processing, data, operation and support of the technology system (on the basis that the functions currently performed by QSS would be transitioned across to QH). There are clear benefits to establishing a separate technical platform for QH given the scale and complexity of the QH payroll system. However, it will be important to effectively manage the timing and people impact of any potential transition of QSS personnel across to QH. We understand that any potential transition of QSS across to QH is considered a medium term opportunity and that the immediate focus is on technical separation.
- 5 **Overpayments and Entitlements:** As at May 2012 QH had overpaid staff \$112.3m, of which \$16.5m has been repaid and \$3.3m waived, leaving \$91m outstanding. QH has an obligation under the Financial Accountability Act 2009 to recover these amounts; however there is currently a moratorium in place preventing QH from implementing QH-instigated overpayment recovery. QH has been required to fund FBT liabilities associated with overpayments and this represents a significant additional cost burden to

⁵ Source: PwC Shared Services Review, September 2010

QH. While the previously agreed overpayment moratorium is in place, the amount increases by approximately \$1.7m per fortnight. A key strategy to reduce future overpayments relates to moving the pay date as this will significantly improve the accuracy of data provided to payroll. In addition to overpayments, the issue of employee leave and balances requires further investigation and analysis. PwC has conducted a number of reviews into Leave balances and they have identified that up to 20,000 leave transactions are still outstanding since the move from the previous Lattice Payroll system across to SAP.⁶ Whilst these outstanding leave balances require attention and rectification, it is understood that it will take some time for QH to undertake the necessary work to resolve the current leave balances issues.

- 6 **Electronic rostering for line managers:** There is no whole-of-department approved electronic rostering system for line managers. Currently, rosters and subsequent changes are created manually. Rosters are currently the primary input into the payroll system – as such, the accuracy and timeliness of roster development and submission has a critical impact on payroll performance (accuracy, timeliness, etc.). It will be important for a thorough assessment of the electronic rostering solution options be conducted before proceeding with a preferred option.
- 7 **Payroll system fixes:** As of 2 May 2012, there are 570 logged system issues, 76 of which are identified as having the potential to impact on staff pay. System defect fixes and enhancements are required to occur during designated ‘major release’ schedules, of which there are three scheduled per annum. There have been some delays in addressing specific defects and issues due to the prioritisation of other ‘fixes’ including the pay date change, changes associated with enterprise bargaining changes, legislative compliance changes etc. There is a need to gain endorsement for an agreed longer-term approach to implementing key system changes so that the release windows can be utilised more effectively.
- 8 **Upgrading and / or reimplementation of the payroll and awards interpretation systems:** The currently implemented Workbrain (1,029 customisations) and SAP (1,507 customisations) systems have been heavily customised and are not operating optimally in the QH environment. Customisations are costly to manage, increase risk and impact on system performance and should be minimised where practical. In addition, QH has identified that support for the current Workbrain and SAP systems will expire in November 2014 and June 2015, respectively. As such, there will be a requirement for further investment in either a system upgrade or a system reimplementation before 2014. KPMG note that QH has allocated \$25m to complete a ‘systems analysis’ project which was to be focused on assessing and planning for an upgrade of SAP and the award interpretation engine. Part of this project will consider options for moving some or all standard SAP functionality that is currently in Workbrain into SAP. As part of this process it would be prudent for QH to make a targeted approach to the external market to understand the range of system solutions and payroll operating models that may be available. Such a ‘request for information’ process could be included in the \$25m currently set aside for the upgrade planning project.

⁶ Source: PwC Leave Balances Review Phase 1, March 2011.

- 9 **Payroll project funding:** There has been considerable analysis done to quantify the costs associated with the operation and improvement of the QH payroll system since March 2010.

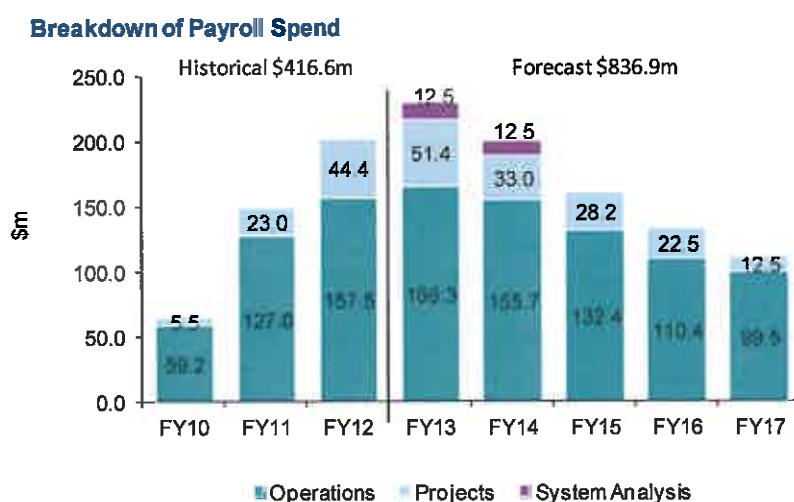
2.3 Costs

The total cost of the QH Payroll system between FY10 and the end of FY17 is estimated to be \$1,253.5m. Of this, \$416.6m is the historical spend between FY10 and the end of FY12 and \$836.9m is the forecast spend from FY13 to the end of FY17. The FY10 costs include nine months of costs related to the previous payroll system.

The costs associated with the payroll system can be split between:

- **Business As Usual** - the costs associated with ensuring Queensland Health employees are paid on a fortnightly basis and the system maintained (\$1,008.0m);
- **Project Costs** - the costs that are aimed at fixing the problems associated with the existing system (\$220.5m); and
- **Future Systems Analysis** - the projects to undertake systems analysis in order to determine the requirement for further investment in either a system upgrade or a system reimplementation (\$25.0m).

The following graph illustrates the split of the historical and forecast spend between operations, projects and systems analysis.



Of the \$836.9m in forecast costs between FY 13 and FY17:

- 64% do not have approved funding, and
- 79% of the forecast costs are considered obligated by virtue of the need to deliver a payroll outcome each fortnight and to maintain the system.

The total costs exclude some costs that are yet to be quantified. The key costs not included are listed below with more detail included in *Section 4.3* of the report. These key costs include:

- **Upgrade or Reimplementation Costs:** Costs associated with performing an upgrade or re-implementing the award interpretation and payroll systems (SAP and Workbrain). The costs forecast to date reflect only the work to analyse the current systems prior to a decision being made as to the system to implement. It is recommended that a contingency amount be included in any future estimate of project costs associated with an upgrade or reimplementation as it is considered better practice for major information technology projects particularly those with the complexity and risk profile such as that associated with QH Payroll;
- **Fringe Benefits Tax (FBT):** FBT associated with waiving any overpayment debts that are not recoverable. The debt waiver FBT is more costly for QH than the loan FBT currently included in the forecast costs. Based on calculations as at 4 April 2012, the debt waiver FBT could be as high as \$110.4m if no overpayments are recovered.

2.4 Projects

QH has developed a forward plan with specific initiatives to address these issues. These initiatives include:

- 1 **Payroll Hub Restructure:** aims to restore the close working relationship between the Districts and the hubs and is planned to be completed in FY14 (project costs: \$5.0m; funded: nil).
- 2 **Pay Date Change:** proposes to move the pay date by seven days to allow sufficient time for submission and processing of payroll forms with the aim to improve the accuracy of pays. The key benefit anticipated from this project is a reduction in future overpayments (and associated FBT liability for QH). This is proposed to be completed in FY13 (project costs: \$38.7m; funded: nil).
- 3 **Overpayments and Entitlements:** dedicated project focused on recovering historical overpayments and leave entitlements, proposed to be completed in FY14 (project costs: \$22.3m; funded: nil).
- 4 **Electronic Rostering:** a two-year initiative focused on rolling out an electronic rostering system across QH business units on an opt-in basis. Proposed to be completed in FY14 (project costs: \$38.9m; funded: nil).
- 5 **Payroll Self Service:** the implementation of a Payroll Self Service web application to give QH employees access to important pay related information. The majority of the functionality associated with Payroll Self Service will be implemented in FY13 with some ongoing work required out to FY15 (project costs: \$8.2m; funded: nil).
- 6 **Payroll Portfolio Governance and Projects:** a four-year program of work focused on a series of other projects aimed at improving payroll. This program will address aspects including workforce management, business improvement, governance and assurance and business and financial management (project costs: \$82m; funded: \$10m).

2.5 Recommendations

Whilst there are a range of key issues to be addressed and a corresponding series of actions proposed, there are a number of immediate or priority actions for QH.

Specifically, QH should:

- 1 Expedite approval to **lift the current moratorium on QH-instigated recovery of overpayments and commence processes to recover overpayments.**
- 2 Expedite approval to **implement the change in pay date and commence processes to implement the change in pay date.**
- 3 Take proactive measures to further reduce the degree of retrospectivity built into current QH payroll processes by **implementing a change program to significantly reduce the window for lodging historical payroll forms.**
- 4 Commence work on **SAP and award interpretation engine upgrade planning** including considering options including the move of some or all standard SAP functionality that is currently in Workbrain into SAP. As part of this planning activity, it would be appropriate to approach a targeted external market to explore other systems and payroll operating models available to QH including associated costs, benefits and risks.

As outlined in this report, KPMG recommends a number of additional recommendations in relation to:

- Clarifying, communicating and committing to the forward strategy for the payroll system;
- Governance and decision-making;
- Ensuring adequate focus is given to stakeholder engagement and effective change management to support required changes in business approaches, processes and systems architecture; and
- Adopting a stronger focus on business benefits as well as providing greater clarity to stakeholders regarding the funding status for the payroll program to assist with determining priorities for future spend and value for money assessments.

Further details on the scope and findings of the review as well as recommendations are provided in this report.

It is noted that, at the time of writing this report, the operating environment for QH is changing rapidly. These changes include specific announcements regarding Government decisions on specific next steps to be taken in relation to QH Payroll. Where practical, we have noted any known changes or outcomes in this report current as at 31 May 2012.

3 Introduction

QH has experienced a number of significant and ongoing challenges associated with the March 2010 implementation of a new payroll system. The QH payroll system and its ongoing implementation, change and improvement has been the subject of numerous internal and external reviews since 'going live' on 8 March 2010.

As an outcome of the recent State Government elections in March 2012, Queensland experienced a change of government. A key commitment documented in Premier Newman's First 100 Day Action Plan for Queensland⁷ was to commence an '*Audit of the Queensland Health Payroll to determine current errors and faults*'. In this context, KPMG has been engaged to assist Queensland Health and the Minister for Health with a review of the status of the current payroll system at Queensland Health. The review conducted by KPMG, including this report, meets the terms of reference set out for the engagement, however it does not represent an 'Audit', or any other exercise leading to the provision of assurance, in accordance with standards issued by the Australian Auditing and Assurance Standards Board.

3.1 Overview of the current review

The objectives of the current review are to provide:

- A review and summary of current systems and processes issues which are resulting in incorrect employee pay outcomes, associated with the introduction in March 2010 of the payroll system for QH;
- A review and summary of current QH solutions strategies and programs of work, including their forecast solution outcomes, timeframes and cost;
- A review of the information technology governance frameworks currently implemented by QH relevant to the payroll system; and
- Recommendations, based on KPMG's analysis and findings under focus areas regarding the way forward for QH in relation to the governance and oversight of the delivery of the solution outcomes to enhance value for money and improve the effectiveness of the payroll systems and process issues.

The focus of the analysis has been on both the analysis of key existing secondary source documents relating to historical and current issues, proposed solutions and actions associated with the QH payroll systems as well as consultation with a range of key stakeholders across QH, Queensland Shared Services (QSS) and other parties external to Government.

In undertaking the current review, KPMG has sourced a range of documents pertinent to the: implementation of the current payroll system; the current nine key issues identified by QH and QH's proposed solutions and decisions required to address those key issues going forward. *Appendix 1* provides a list of the documents reviewed as part of the current review.

⁷ Source: <http://www.thepremier.qld.gov.au/assets/100-day-action-plan.pdf>

Important disclaimers and limitations relevant to an understanding of this report are set out in Section 6 of this report.

3.2 Brief summary of the history of the QH Payroll implementation

An understanding of the history behind the implementation of the QH Payroll system is pertinent to the current review in that it provides further context and insight into the sequence of decisions and events that have led to the current situation in relation to QH Payroll.

Whilst the QH Payroll history has been documented across a range of QH and other reports, the following captures the key facts:^{8,9,10,11}

- Prior to the implementation of the current system, QH operated a **Lattice payroll system** and **ESP as a rostering system**. These systems had been in place since a progressive system roll out that commenced in 1996 and ran over a 6 year period to 2002;
- When Lattice and ESP were rolled out, payroll departments were part of their respective Districts – **processing of pays was undertaken locally** and there were close working relationships between line managers and local payroll staff;
- Whilst processing of pays occurred locally, the actual running of the pay was undertaken centrally – essentially a **‘hub and spoke’ model** was in operation;
- In July 2003, a **shared services** model was formally introduced across Queensland Government;
- In late 2007, QH determined that there was a **need to look at alternative systems** to replace the Lattice system. There were concerns that Lattice would not be supported beyond June 2008 unless QH committed to an upgrade to a newer version of Lattice. There were also some concerns about the ability of the new version of Lattice to support enterprise bargaining changes required by QH;
- In addition, as of 2005, the **Whole-of-Government system for payroll** had been identified as **SAP ECC5 and Workbrain**. As a result, it was decided that QH would replace the Lattice / ESP system with SAP ECC5 / Workbrain as part of the Whole-of-Government Shared Services Initiative;
- In 2007, QH was identified as a **‘priority’ agency** for implementation of SAP / Workbrain given what had been identified as key risk exposure relating to the legacy Lattice / ESP system. CorpTech (QSS) had established additional internal capability and systems to support Lattice beyond the timeframe for vendor support (June 2008) however, there was a recognition that this represented a short term solution only;
- To cater for QH’s specific business needs including the complex award structure, retrospectivity and concurrent employment, a **significant number of customisations** were made to both Workbrain and SAP;

⁸ Source: Queensland Audit Office Report to Parliament No. 7 for 2010, Information systems governance and control, including the Queensland Health Implementation of Continuity Project

⁹ Source: QH Quarterly Audit Committee Report, February 2012

¹⁰ Source: QH internal reporting documentation on payroll, sourced April 2012

¹¹ Source: Interviews with QH stakeholders, April & May 2012

- There were a series of **significant delays and cost overruns** associated with the delivery of SAP and Workbrain with the system going live on 8 March 2010;
- Associated with the implementation of the new system **was further standardisation and centralisation of payroll processing** including the introduction of central processing teams and a centralised pay run. As such, the key linkage between the Districts and their local payroll providers was severed – payroll staff were required to process unfamiliar rosters for staff members across the state.
- In addition, **fundamental differences in how Districts and line managers were providing pay information and rosters** were identified with each District continuing to provide the information in the format they had developed locally (this was a continuation of what had occurred with the Lattice system however, now the payroll officers responsible for interpreting the pay information from the Districts did not have the local knowledge or relationships that had previously assisted with the interpretation process);
- During the payroll cut-over period to the new system, there were significant issues with the availability of the system to payroll staff which reduced the processing time available. This created an **initial backlog of payroll forms and unprocessed adjustments** for the period just prior to the ‘go-live’ date that grew over subsequent pay periods;
- It took approximately **eight months to process the backlog** of pay adjustments and forms to return to previous (BAU) levels;
- Given the significant issues identified following the initial ‘go-live’, it was decided to establish a **Payroll Stabilisation Project** specifically focused on stabilising the new payroll system. The four key focus areas for this project were: standardisation and improvement of District and Division business processes; payroll processing; payroll system performance; and support and communications for QH staff, line managers and other key stakeholders.
- During the remainder of 2010, a review of **the suitability of the SAP / Workbrain systems** was undertaken by Ernst and Young¹² which concluded that: SAP could provide an appropriate payroll system for QH; there was no clear ‘leader’ in rostering products adopted in either the Australian or international context and no ‘dominant’ payroll and rostering system specifically designed to work together for the health care sector; and the replacement of Workbrain with an alternative rostering system was viewed as having the potential to place significant additional burden of staff at significant additional cost. The overarching recommendation from Ernst and Young was for QH to continue with a two-phased approach of: 1) stabilisation and 2) optimisation of the existing system.
- Since 2010, QH together with QSS has undertaken a range of programs, projects and other initiatives that have been focused on **stabilisation and optimisation**. These have been grouped under the:
 - ‘Payroll Improvement Program’ (July 2010 – April 2011);
 - ‘Payroll Operating Model Implementation’ (July 2010 – April 2011);
 - ‘Payroll Foundation Program’ (November 2010 – February 2012);
 - ‘Employee Overpayments Program (EOP) (March 2011 – ongoing);

¹² Source: Ernst and Young, Review of payroll and rostering solutions, September 2010

- The ‘Director-General’s Taskforce and Engagement Project’ (August 2011 – January 2012); and
- ‘Payroll Release Program’ (October 2010 – ongoing);
- In September 2011, a **Payroll Portfolio** which brought together all the key payroll activities including the DG’s Taskforce, the Payroll Release Program; the Payroll Foundation Program and the Employee Overpayments Program was established under an Executive Director.

See *Appendix 3* for further information on the detailed timeline for the QH payroll system since ‘go-live’ in March 2010.

3.3 Broader context for QH Payroll

In reviewing the current systems and process issues and proposed solutions for the QH Payroll system, it is important to also consider the complexity of the current operating environment of QH.

Specifically, it has been noted that:^{13,14,15}

- QH employs approximately **85,000 staff** across a range of professional occupations, many of whom work a **24-hour, seven day-a-week** roster;
- The industrial environment for QH is particularly complex given that employees are employed under two different Acts, are covered by **12 different industrial awards** and are impacted by **six different industrial agreements**. In addition, there are over **200 separate allowances** across the awards and agreements. It is estimated that this complexity results in over **24,000 different pay combinations**;
- **1,010 payroll staff** are currently required to deliver approximately **\$250m (gross) in salaries** to QH’s 85,000 employees each fortnight;
- In previous reviews conducted by Ernst & Young¹⁶, it was recognised that the **QH rostering and payroll system is unique** when comparing major payroll systems both in Australia and internationally. For this reason it is difficult to compare or benchmark the operating costs associated with QH payroll and provide any commentary regarding the appropriateness or efficiency of the QH payroll and associated costs. In saying this, it is noted from a scan of interstate health agencies and their current payroll solutions that QH has the second largest workforce and the most complex awards structure in Australia and is unique in that it has adopted a centralised payroll solution (whereas a number of other health agencies have deployed multiple solutions across their networks of health regions or districts).¹⁷
- The current payroll for QH is made up of **two interfacing software systems**: Workbrain and SAP. Workbrain is an award interpretation engine and SAP is the payroll system. Both systems are required to work together in a synchronised way to deliver the pay outcomes for

¹³ Source: Auditor-General Report to Parliament No. 7 for 2010

¹⁴ Source: QH internal reporting documentation on payroll, sourced April 2012

¹⁵ Source: Interviews with QH stakeholders, April & May 2012

¹⁶ Source: Ernst and Young, Review of payroll and rostering solutions, September 2010

¹⁷ Source: Anecdotal feedback from discussions with industry representatives, May 2012

QH each fortnight and any improvements or changes to one system need to be reflected in both systems to maintain synchronicity;

- A **significant number of customisations** have been made to both **Workbrain (1,029 customisations)** and **SAP (1,507 customisations)** to tailor them to QH's requirements and context. These customisations have been necessary to capture the complexity of awards conditions for QH employees but have introduced significant complexity into the administration of the payroll system itself that has impacted on payroll performance;
- Approximately 3,200 employees across QH have **concurrent employment arrangements** whereby employees have multiple positions within QH at the same time and different employment conditions / entitlements for each position. The management of concurrent staff introduces significant business and technical complexity to the payroll system and this impacts on payroll performance and processing work volumes; and
- The **current processes** associated with delivering the payroll service involve a significant number of manual 'work-arounds', double handling of pay forms, retrospective payments, ad hoc payments and other associated adjustments.

These key facts highlight a number of significant challenges for QH that relate to both the design of the QH payroll system as well as the ongoing management of the performance of the payroll function. It is recognised that these challenges have contributed to some of the significant issues QH has experienced since the implementation of the payroll system in March 2010.

4 Analysis and findings

In conducting the current review, the analysis and subsequent key findings can be grouped as follows:

1. General themes or observations;
2. Specific findings for each of the nine identified and documented key issues (refer Section 4.2) of the current QH payroll situation and the solutions proposed by QH to address those key issues;
3. Analysis of QH's indicative future costing for its payroll operations and improvement projects; and
4. Analysis of portfolio governance.

4.1 General themes or observations

- **Recognition of the importance of the current focus areas – the nine key issues:**
 - It is important to recognise that QH's highest priority continues to be the delivery of the QH payroll each fortnight and QH has maintained this priority whilst working to resolve systems and processes issues and bring about improvements in payroll outcomes.
 - Significant work has been undertaken by QH to identify the critical issues that are contributing to the performance of the QH payroll system. This has resulted in QH identifying nine key issues, a number of other issues and a plan to address the issues through six projects with corresponding identified requirements for funding to resolve them.¹⁸
 - The nine key issues documented in a range of QH source documents^{19,20,21,22,23} relating to the payroll project address the key current issues and priorities for QH regarding its payroll system. Notably, these issues represent a mix of strategic and tactical focus areas and a complex inter-relationship exists between the nine key areas.
 - KPMG identified an additional key issue outlined by stakeholders and documented in previous reviews^{24,25,26} regarding employee leave and entitlements. Whilst it is appropriate for QH to consider elevating leave and entitlements for inclusion as a specific key issue, it is noted that specific actions to address entitlements have been included in the proposed Overpayments and Entitlements project.
 - Beyond the key issues, a number of other issues have been identified that will need to be addressed through the improvement program going forward (see '*Other QH Payroll issues raised*' in Section 4.2 below for further details).

¹⁸ Source: QH internal reporting documentation on payroll, sourced April 2012

¹⁹ Source: Ernst & Young, Review of Payroll and Rostering Solutions, September 2010

²⁰ Source: Ernst & Young, Interim Pain Point Assessment, October 2011

²¹ Source: KPMG, Queensland Health Payroll Update, August 2011

²² Source: KPMG, Interim Queensland Health Payroll Action Plan Update, October 2011

²³ Source: QH Audit Committee: Quarterly Payroll Report, October 2011

²⁴ Source: Ernst & Young, Interim Pain Point Assessment, October 2011

²⁵ Source: Ernst & Young, Review of Payroll and Rostering Solutions, September 2010

²⁶ Source: KPMG, Interim Queensland Health Payroll Action Plan Update, October 2011

- **Recognition of the ongoing ‘fragility’ of the QH payroll system:**
 - It is important to recognise that, even though significant progress has been made in stabilising the QH payroll system, the system remains ‘fragile’ in the sense that any system changes that are introduced have the potential to impact on pay outcomes.
 - The degree of customisation of the current payroll and award interpretation systems has created complexity that makes the potential impacts of new Releases and system changes difficult to predict.
 - Whilst testing does occur prior to the roll out of new Releases, there is typically a ‘shake down’ period after each Release where unforeseen impacts need to be identified and rectified.
- **A historical and current focus on resolving critical issues and improving system performance:**
 - It has been observed that the payroll program has been oriented towards identifying and addressing specific symptoms and issues related to operational performance of the payroll function – that is, there has been a ‘bottom up’ focus and priority on resolving critical issues that are impacting on payroll accuracy and performance.
 - It is now appropriate for the program to articulate the ‘bigger picture’ view, including identifying and communicating what the end system will look like (from an operating and service model perspective) including what payroll and rostering functions will be performed, by whom and where, across QH.
 - In addition, the payroll function needs to continue to consider the impacts of the National Health Reforms and the implementation of Hospital Boards across QH.
- **Strategic significance of resolving key remaining questions regarding the go forward plan for the technical payroll system:**
 - KPMG agrees with QH’s assessment that there is still more analysis needed to be undertaken to articulate the way forward in terms of what is required from a system upgrade or reimplementation perspective.²⁷ As noted earlier, the emphasis to date has been continued delivery of payroll on a fortnightly basis.
 - A specific project planned for FY12/13 which will be focused on the analysis of the business requirements and options for SAP (which have been developed) and awards interpretation engine upgrade or reimplementation.
 - This analysis is a critical next step required to get a clear picture of the way forward for the technical solution.
 - As noted previously, it may be prudent for QH to make a targeted approach to the external market to understand the range of system solutions that may be available. Such a ‘request for information’ process could be included in the \$25m currently set aside for the ‘systems analysis’ project.

²⁷ Source: Payroll Portfolio Strategies: Project / Initiative Definitions, April 2012

• **Governance of the Payroll Program:**

- The importance of having the right governance structures, leadership, ownership, engagement and positive working relationships across Agencies and key stakeholders was recognised.
- The governance framework has been adapted as the payroll portfolio has evolved over time.
- Whilst it has been recognised by the Queensland Auditor-General²⁸ and others that the governance frameworks that were in place for QH payroll both prior to ‘go-live’ and immediately following ‘go-live’ were not adequate, the current governance framework has some key strengths in terms of committee membership, leadership engagement and clearly defined roles and responsibilities.

• **Future structural alignment and respective roles and responsibilities for QH and Queensland Shared Services (QSS):**

- The key steps required for technical separation of the QH HR system from the Whole-of-Government system have been commenced and the timeframe for the full technical separation is currently estimated to be the end of 2012.²⁹
- The future arrangements for the structural alignment and reporting relationships for QSS as the technical service provider requires further consideration, consultation and planning.
- A need exists to ensure that any potential structural re-alignment or transition of QSS personnel across to QH is carefully planned and managed to ensure that there will be no negative impact on ‘business as usual’ (BAU) payroll system performance.

• **Costs associated with the QH Payroll project:**

- The historical and anticipated future costs for the QH Payroll project have been outlined by QH in key documents reviewed by KPMG and a summary of these costs is provided in this report.
- Some future costs potential savings are dependent on Government endorsement to proceed with specific payroll improvement initiatives that are aligned with addressing the nine key issues. In addition, QH is committed to an underlying cost associated with continuing to deliver payroll services across QH – these costs are, in effect, the ‘minimum’ costs QH will be required to fund over the coming period to ensure that the payroll system delivers essential payroll services to QH staff (i.e. BAU payroll services).
- The total cost identified by QH for the payroll project reflects the cost for ongoing BAU service delivery together with the costs associated with specific improvement initiatives focused on addressing the nine key issues.³⁰ QH has identified that support for the current Workbrain and SAP systems will expire in November 2014 and June 2015 respectively. As such, there will be a requirement for further investment in either a system upgrade or system reimplementations before 2014.

²⁸ Source: Queensland Audit Office Report to Parliament No. 7 for 2010, Information systems governance and control, including the Queensland Health Implementation of Continuity Project.

²⁹ Source: Interviews with QH stakeholders, April & May 2012

³⁰ Source: Additional financial data as provided by Payroll Portfolio Team, May 2012

- The costs associated with the system upgrade or implementation have not been quantified to date and represent additional costs beyond the current ‘minimum’ identified and outlined in the report which relate to a preliminary ‘systems analysis’ only.
- In addition, any funding associated with a targeted approach to the external market to understand the range of system solutions that may be available to QH beyond the current system and operating model has not been identified. Any fundamental change in the system for the QH Payroll such as moving to an alternative system, would have significant cost escalation, risk escalation and business process implications that would require thorough assessment prior to proceeding with an alternative system. That is, there are potentially significant negative drawbacks or consequences associated with adopting a new system. For example: the timeframe for implementing a new system would be a minimum of 2-3 years; there would be costs and resourcing impacts of running up to three payroll systems simultaneously (Lattice, SAP and a potential new system); and the current complexity of the QH award conditions would mean a degree of customisation of any chosen system which would impact on system performance, cost and resourcing requirements (as is the current situation with SAP).
- **The significance of the current Industrial Relations environment:**
 - The Unions that serve QH staff will remain a key stakeholder in the payroll project and effective engagement with this stakeholder group will remain key to the successful implementation of specific payroll improvement initiatives, such as moving the pay date and implementing electronic rostering, etc.
 - It is acknowledged that the complexity of the current awards framework across QH has and continues to have a significant impact on the performance of the current payroll system.
- **The need to commit to a plan and move forward:**
 - It will be important for the Queensland Government and QH to reach agreement on the way forward and commit to specific actions to resolve current issues and move towards a stable operating environment as soon as is practical.
 - This will start the process of rebuilding the trust and confidence of QH staff but will take some time and will require continued delivery of outcomes that improve the payroll experience for QH staff.

4.2 Specific findings against the nine key issues

The following table provides a brief summary of the key findings for each of the identified key issues:

| Key Issue | Summary of Findings |
|--|--|
| 1. Historical payroll forms submission | <ul style="list-style-type: none"> Implementation of a new policy that curtails historical payroll form submission will have the potential to significantly improve payroll performance and efficiency but will require a comprehensive organisational change management and communications approach. Historical form submission (going back up to six years in some cases) requires the payroll system to retrospectively adjust pay and entitlements. KPMG notes that the current timeframes and volumes associated with retrospective payments are likely to be significant and, anecdotally, this feature of QH payroll is unusual when comparing QH with other major payroll systems. |
| 2. The relationship between Districts and payroll hubs | <ul style="list-style-type: none"> There is recognition of the potential benefit of devolving some payroll functions to the Hospital Boards however, it will be critical to clearly define respective roles and responsibilities between the Hospital Boards and QH Divisions (i.e. 'corporate'). In terms of the timing of the transition of payroll functions to the Hospital Boards, it will be important to achieve a balance between the benefits to be gained by bringing the payroll function closer to the customer at the local District / Hospital Board level and maintaining a more 'centralised' approach in the near term whilst work on stabilising and improving the payroll function is underway. |
| 3. Time between roster close and pay date | <ul style="list-style-type: none"> Moving the pay date would improve the accuracy of employee pay and should result in improved pay outcomes. However, there will need to be sufficient focus on the changes required to business processes and culture to ensure that the gains achieved are realised and sustained. |
| 4. Payroll processing accountability | <ul style="list-style-type: none"> There are clear benefits in establishing a separate technical platform for QH given the scale and complexity of the QH payroll system and the divergent upgrade path from the current Whole of Government system. Further consideration is required regarding any subsequent transition of QSS personnel (and / or the current QSS functions) across to QH. |
| 5. Overpayments and Entitlements | <ul style="list-style-type: none"> QH has an obligation under the Financial Accountability Act 2009 to recoup overpayments. It will be important to provide adequate |

| Key Issue | Summary of Findings |
|---|--|
| | <p>resources to assist staff in a timely, proactive manner regarding their overpayment liability and options for paying the funds back to QH. In addition, it will be critical to keep all key stakeholders informed throughout the process.</p> <ul style="list-style-type: none"> Known system issues which are impacting on pay accuracy include: system-generated automatic top-ups; manual top-ups resulting in a double payments in a limited number of cases; and payment of overtime to employees whilst they are on leave. It is noted that a series of manual work-arounds are currently in place to try and mitigate the impacts of these system issues. There are plans to address these system issues through the Release schedule for system fixes and enhancements. |
| 6. Electronic rostering for line managers | <ul style="list-style-type: none"> There are clear efficiency and workflow benefits to an effective electronic rostering system. Earlier reviews by Ernst and Young³¹ identified that an electronic rostering system would decrease the time taken to resolve pay-related enquiries, decrease the average number of roster amendments and reduce the incidence of award breaches. In addition, rosters are currently the primary input into the payroll system and, as such, the accuracy and timeliness of rosters has a critical impact on payroll performance. Further work is required to analyse the options for an electronic rostering system and again, the implementation of such a system will require adequate focus on education, communications and support to line managers during implementation. |
| 7. Payroll system fixes ³² | <ul style="list-style-type: none"> As of 2 May 2012, there are 570 logged system issues, 76 of which are identified as having the potential to impact on staff pay. Other specific system fixes that have been scheduled for implementation include: enterprise bargaining back pay and superannuation contributions. A key challenge in performing system fixes is that there are limited windows available to perform system enhancements (which are referred to as 'Releases') and, as such, forward planning, prioritisation and commitment to follow through are critical to ensuring these windows can be effectively utilised. |
| 8. Upgrade of SAP and the | <ul style="list-style-type: none"> There are differing options regarding what QH's future system |

³¹ Source: Ernst and Young, eRoster Benefits Study, January 2012.

³² Source: QSS, Known Issues Report, 2 May 2012

| Key Issue | Summary of Findings |
|---|---|
| reimplementation of an awards interpretation engine | <p>requirements and system architecture should look like.</p> <ul style="list-style-type: none"> • Further work is required to understand the required degree of customisation and functionality in both SAP and Workbrain and to determine the most cost effective system for QH going forward. • Key considerations for the future system will be the future payroll operating and service delivery model as well as the importance of accurate data migration. |
| 9. Payroll project funding | <ul style="list-style-type: none"> • There has been considerable analysis performed by QH to quantify the funding requirements of the current and future projects associated with QH payroll. • For further details, please refer to the commentary under <i>Section 4.3: Analysis of indicative costs</i>. |

Other QH Payroll issues raised:

Notably, in addition to the nine key issues, a number of other issues were also identified in the QH documents reviewed and raised by key stakeholders. These issues include:^{33,34,35,36,37,38,39}

- **Leave and entitlements:** As outlined above, the issue of employee leave and balances requires further investigation and analysis and should be considered for elevation as a 10th key issue. We note that within the scope of the proposed overpayments recovery project there is some provision for addressing entitlements and leave. We also note that PwC has conducted a number of reviews into leave balances⁴⁰ associated with the QH Payroll project and they have identified some issues with outstanding leave transactions associated with the move from the previous Lattice payroll system across to SAP. Specifically, it is understood that when the payroll system was switched over to SAP, there were approximately 20,000 forms that were not yet processed and therefore the associated transactions were not migrated across to SAP.⁴¹ Approximately 5,700 employees require adjustments to their leave balances relating to leave transactions that occurred prior to 8 March 2010. Paperwork for these adjustments was received after 'go-live' and the employee has been paid but leave balances have not been adjusted. Whilst these outstanding leave balances require attention and rectification, it is understood that it will take some time for QH to undertake the necessary work to resolve the current leave balances issues. In addition, there are known system issues relating to the interface of leave balances between Workbrain and SAP. There are at least 16,000 employees with leave balances that differ between Workbrain and SAP³⁸.

³³ Source: QH Audit Committee: Quarterly Payroll Report, October 2011

³⁴ Source: Ernst & Young, Review of Payroll and Rostering Solutions, September 2010

³⁵ Source: Ernst & Young, Interim Pain Point Assessment, October 2011

³⁶ Source: KPMG, Queensland Health Payroll Update, August 2011 KPMG

³⁷ Source: 2011 KPMG, Interim Queensland Health Payroll Action Plan Update, October 2011

³⁸ Source: QH internal reporting documentation on payroll, sourced April 2012

³⁹ Source: Interviews with QH stakeholders, April & May 2012

⁴⁰ Source: PwC Leave Balances Review Phase 1, March 2011

⁴¹ Source: PwC Leave Balances Review Phase 1, March 2011

- **Concurrent employment:** Approximately 3,200 employees across QH have concurrent employment arrangements. A concurrent employment arrangement involves an employee having multiple positions within QH at the same time and different employment conditions / entitlements for each position. It is understood that the management of concurrent staff introduces significant business and technical complexity to the payroll system. The future system for managing concurrent employment requires further investigation and analysis.
- **Ongoing confusion regarding interpretation of payslips:** It is understood that despite the release of explanatory materials, staff are still experiencing significant problems reading, interpreting and understanding their payslips.
- **Interface issues:** The interfaces between SAP and Workbrain are complex and there have been ongoing issues with keeping the two systems synchronised. This requires significant effort to maintain and should be included in the detailed investigation of any future system.
- **Salary sacrificing:** The system does not currently allow for salary sacrificing of retrospective payments. As such, there is a requirement for QH employees to manually manage their Fringe Benefits Tax and superannuation contribution caps. The solution for this issue requires further consideration as it is understood that the proposed system fix is complex.
- **Annual Leave Central Scheme:** The system is currently incorrectly calculating QH's Annual Leave Central Scheme liability and further work is required to fix this issue.
- **Attributing costs accurately to cost centres:** Workbrain is not able to apportion employee costs to multiple cost centres. A timeframe and plan for resolving this issue has not been confirmed as yet.

It is understood that the current program of work being proposed by QH encompasses six key projects which have been identified to address the nine key issues outlined above.⁴² The analysis of indicative costs set out in *Section 4.3* of this report has focused on the key components of the ongoing funding of payroll operations, the funding of the six priority improvement projects as well as the funding required to investigate any potential upgrades or re-implementations of the current payroll system.

⁴² Source: QH internal reporting documentation on payroll, sourced April 2012

4.3 Analysis of indicative costs⁴³

What is the Cost of Queensland Health payroll?

The new Queensland Health payroll system was implemented in March 2010 and the actual and forecast costs through to FY17 associated with the system and corresponding operating model, as estimated by QH, are summarised below. Queensland Health has estimated the costs associated with running payroll operations and fixing the key issues associated with the payroll system, both in the short and longer term. The Payroll Portfolio team provided these costs.

| Summary of Payroll Costs in | | | | | | | | | |
|--|----------|-------|-------|-------|----------|-------|-------|-------|---------|
| Area of Spend | Historic | | | | Forecast | | | | |
| | FY10 | FY11 | FY12 | FY13 | FY14 | FY15 | FY16 | FY17 | Total |
| Operations | | | | | | | | | |
| Payroll and Establishment | 40.5 | 79.7 | 102.3 | 101.1 | 91.9 | 76.3 | 62.5 | 57.5 | 811.9 |
| Queensland Shared Services | 18.7 | 40.2 | 48.9 | 56.2 | 64.9 | 53.5 | 46.2 | 40.3 | 358.9 |
| Payroll Release Program | 0.0 | 7.1 | 6.3 | 6.5 | 6.4 | 1.7 | 1.7 | 1.6 | 31.3 |
| Payroll Portfolio Governance | 0.0 | 0.0 | 0.0 | 2.5 | 2.5 | 1.0 | 0.0 | 0.0 | 6.0 |
| Total Operations | 59.2 | 127.0 | 157.5 | 166.3 | 156.7 | 132.4 | 110.4 | 99.6 | 1,008.0 |
| Payroll Projects - Organisational Change | | | | | | | | | |
| Payroll Hub Restructure | 0.0 | 0.0 | 0.0 | 5.0 | 0.0 | 0.0 | 0.0 | 0.0 | 5.0 |
| Pay Date Change | 0.0 | 0.0 | 1.2 | 8.9 | 8.3 | 7.5 | 6.8 | 6.0 | 38.7 |
| Overpayments (& Entitlements) | 1.2 | 1.9 | 5.6 | 11.4 | 2.2 | 0.0 | 0.0 | 0.0 | 22.3 |
| Electronic Rostering | 0.0 | 0.0 | 0.0 | 7.5 | 9.3 | 10.6 | 7.2 | 4.3 | 38.9 |
| Payroll Portfolio Governance & Projects | 0.0 | 0.0 | 35.4 | 15.6 | 11.2 | 9.1 | 8.5 | 2.2 | 82.0 |
| Payroll Self Service | 0.0 | 0.0 | 2.2 | 3.0 | 2.0 | 1.0 | 0.0 | 0.0 | 8.2 |
| Total Organisational Change Projects | 1.2 | 1.9 | 44.4 | 51.4 | 33.0 | 28.2 | 22.5 | 12.5 | 196.1 |
| Payroll Projects - Technology Change | | | | | | | | | |
| Business requirements consolidation & analysis of SAP upgrade / re-implementation planning | 0.0 | 0.0 | 0.0 | 10.0 | 10.0 | 0.0 | 0.0 | 0.0 | 20.0 |
| Award interpretation engine planning | 0.0 | 0.0 | 0.0 | 2.5 | 2.5 | 0.0 | 0.0 | 0.0 | 5.0 |
| Total Technology Change Projects | 0.0 | 0.0 | 0.0 | 12.5 | 12.5 | 0.0 | 0.0 | 0.0 | 25.0 |
| Other | | | | | | | | | |
| Previous Payroll Projects | 4.3 | 21.1 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 25.4 |
| Total Other | 4.3 | 21.1 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 25.4 |
| Total | 64.7 | 150.0 | 201.9 | 230.2 | 201.2 | 160.6 | 132.9 | 112.0 | 1,263.6 |

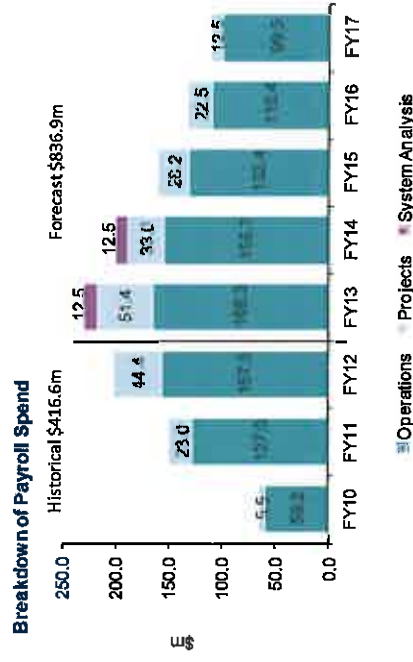
⁴³ Additional financial data as provided by Payroll Portfolio Team -- May 2012 & Payroll Portfolio Strategies: Project / Initiative Definitions -- 24 April 2012
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What does the cost comprise of?

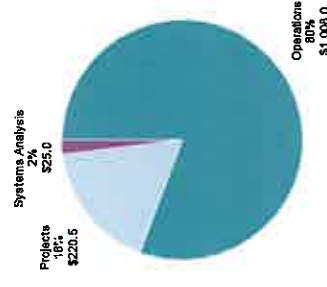
The costs total **\$1,253.5m** of which \$416.6m will be incurred by the end of FY12 and \$836.9m will be expended between FY13 and FY17. It should be noted that the FY10 amount includes nine months of costs under the previous payroll system. Of the total costs:

- \$1,008.0m relates to operations;
- \$220.5m of the costs relate to projects; and
- \$25.0m to the systems analysis.

The graph below depicts the split of the historic and forecast spending across the areas of operations, projects and systems analysis. The **forecast costs total \$836.9m**, of which **79% relates to operations**. The costs associated with the payroll system are expected to decrease over time after a peak in FY13. The decrease in costs results from a reduction in project activity and the assumed realisation of benefits resulting from the implementation of projects.



Payroll Costs from FY10 to FY17 (\$m)

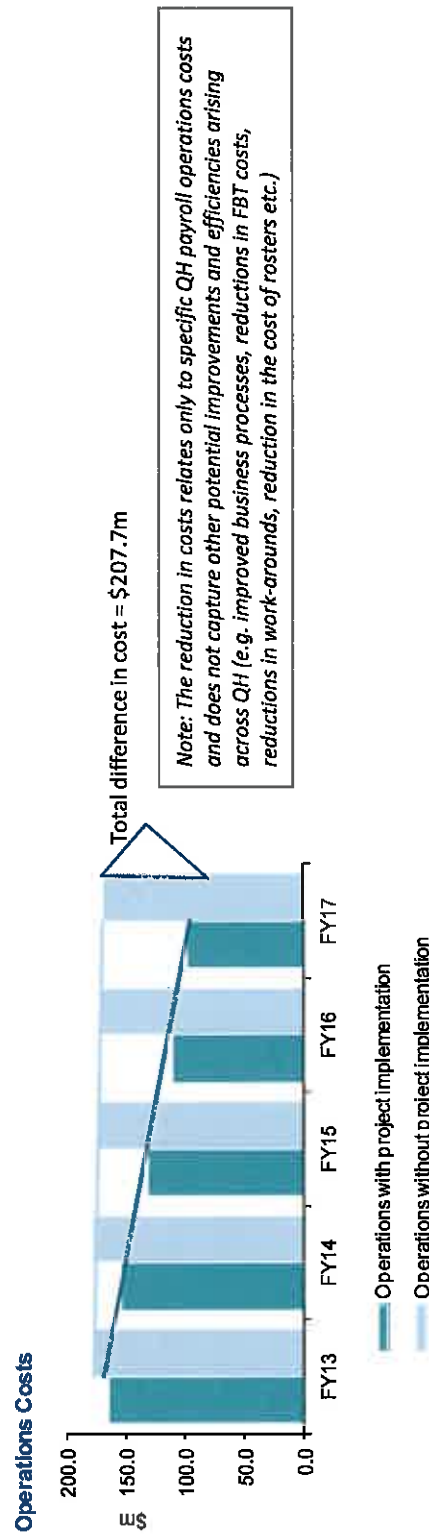


What are the costs that will be incurred if the projects are not implemented?

If the project activities were not implemented and the resulting benefits not realised the cost of operations would continue at their current levels resulting in **operational costs \$207.7m higher** than currently forecast from FY13 to FY17. The \$207.7m represents the benefits to payroll operations that are expected to be achieved through the implementation of the projects. These benefits only relate to the benefits expected within QH payroll operations for the period from FY13 to FY17. There will be **other benefits arising from the improvement projects that have not yet been quantified** which may include savings related to a reduction in award breaches, reduced FBT costs, reduction in rostering costs, improvements in business process efficiency, reduction in work-arounds etc. It should also be recognised that the savings are expected to continue beyond FY17.

The **projects are expected to cost \$245.5m** over the period to FY17.

The graph below depicts the difference in the operations costs under the two scenarios.



What is Queensland Health obligated to spend?

In the following table, forecast costs have been broken down according to whether they are funded / unfunded and obligated / uncommitted. These classifications are described below.

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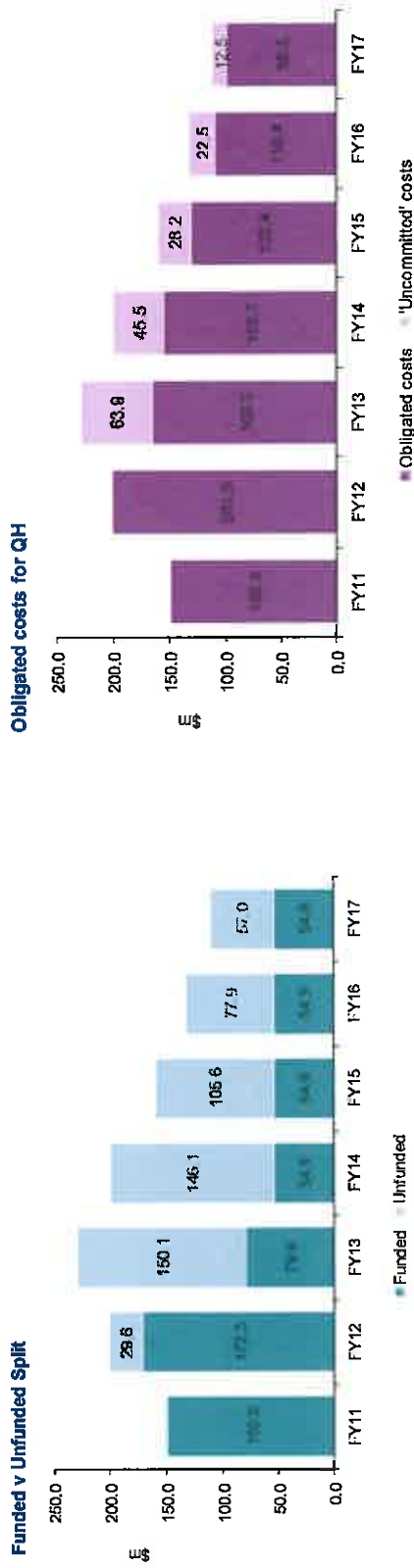
- **Funded** – these are the forecast costs for which there is approved funding;
 - **Unfunded** – these are the forecast costs that do not currently have approved funding. These costs fall within the forward budget periods;
 - **Obligated** – these are the forecast costs that QH will need to incur in order to deliver a payroll outcome each fortnight and to maintain the system; and
 - **Uncommitted** costs – these costs are currently not committed, however benefits are expected to be achieved if these costs are incurred.
- The following table outlines a breakdown of costs between FY13 and FY17 which are expected to total \$836.9m. Of these:
- 64% do not have approved funding; and
 - 79% of the forecast costs are considered ‘obligated’.

| Description | Forecast | Funded | % | Unfunded | % | Uncommitted | % | Obligated | % |
|------------------|--------------|--------------|------------|--------------|------------|--------------|------------|--------------|------------|
| Operations | 664.3 | 289.5 | 44% | 374.8 | 56% | 0 | 0% | 664.3 | 100% |
| Projects | 147.6 | 10.0 | 7% | 137.6 | 93% | 147.6 | 100% | 0 | 0% |
| Systems Analysis | 25.0 | 0 | 0% | 25.0 | 100% | 25 | 100% | 0 | 0% |
| Total | 836.9 | 299.5 | 36% | 537.4 | 64% | 172.6 | 21% | 664.3 | 79% |

There is an element of the forecast costs that does not have approved funding. The forecast costs total \$836.9m, of which **\$537.4m or 64% is unfunded**.

Some of this unfunded element of the forecast costs relates to **operations and totals \$374.8m or 56% of the forecast operations costs**. This operational spend is considered to be obligated spending for Queensland Health in order to pay the Payroll and Establishment staff required for the delivery of pays. This cost decreases over time based on the assumption that efficiencies will occur within operations as the projects are implemented. If the projects do not proceed it is likely that this operations cost will not decrease as anticipated in the current projections.

The historical component of the total costs is considered ‘obligated’ as it is spending that has already been incurred. This includes the costs from FY10 the end of FY12. These costs total \$416.6m over this period. The following graphs illustrate the funded and obligated costs over time.



Key points to note include:

- There is \$29.6m of unfunded costs identified in FY12;
- There is an overall shortfall in the funding of forecast costs out to FY17 of \$537.4m. 55% of this occurs in FY13 and FY14. Operations is expected to have to continue their staffing at the current level in these years as the efficiency improvements expected from the projects are not all expected to be realised until FY15 and beyond;
- The operations costs are forecast to begin reducing from FY14 as the improvements relating to the projects are expected to start to be realised;
- It should be noted that in previous reviews conducted by Ernst & Young⁴⁴, it was recognised that the QH rostering and payroll system is unique when comparing major payroll systems both in Australia and internationally. For this reason it is difficult to compare or benchmark the operating costs associated with QH payroll and provide any commentary regarding the appropriateness or efficiency of the QH payroll and associated costs;
- There has been no forecast beyond FY17 as this will depend on the decisions made in relation to the system and therefore the operating costs associated with the system at that time; and

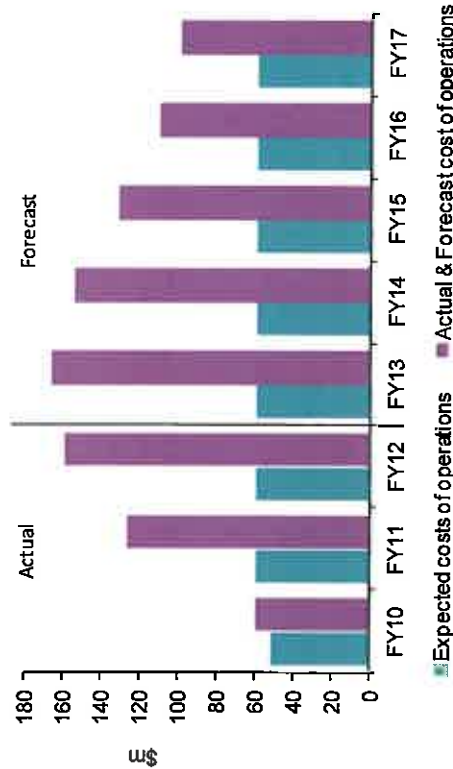
⁴⁴ Source: Ernst and Young, Review of payroll and rostering solutions, September 2010.
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- These costs do not include the cost to upgrade and / or re-implement the current SAP and Workbrain systems. An estimate of this cost requires further investigation and will be a focus of the 'Technology Change Project' (systems analysis project) which is planned for FY13 and FY14.

What was the expected cost of the new QH Payroll System?

Prior to the new payroll system being implemented, it was not expected that the costs of the new payroll system would be as significant as they have been. Whilst a business case outlining the expected costs was not originally prepared, a budget was approved for the costs expected to be required to fund operations. The following illustrates the difference between the expected costs and the actual and forecast costs expected to be incurred. Over the period the difference has totalled approximately \$530m. The forecast costs assume the projects are implemented and the associated benefits realised.

Expected v Actual & Forecast Costs of the Payroll System



These operations costs have increased significantly for a number of reasons including:

- The additional payroll staff required to process the pay each fortnight due to the highly manual business processes. There is currently in excess of 1,000 payroll staff. The increase occurred during the Payroll Stabilisation Project when the number of payroll staff increased from 600 to 920. Whilst a key objective would be to improve payroll efficiencies and reduce the requirement for payroll staff over time,

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there is a need to continue with the current staffing profile for QH until significant improvements in system performance and reductions in manual work-arounds, etc. can be achieved;

- The additional system fixes and changed business requirements;
- Increased demand on the system resulting from both the additional payroll staff, projects such as PIP and PFP, the industrial agenda and outstanding defect rectification;
- Increased system capacity requirements due to growing transactional volume and retrospective activity;
- The complexity of the award conditions and associated pay combinations leading to significant customisation of the awards interpretation engine (Workbrain) and the payroll solution (SAP).

What are the key assumptions used by QH in developing the cost forecasts?

Some key assumptions made by QH in developing the forecasts include:

- **Payroll and Establishment** - Cost reductions in Payroll and Establishment over time reflect a decrease in total funding assuming benefits are realised. However, these savings are dependent on a number of improvement projects going ahead and the timeframes in which they are delivered.
- **Overpayments** - Overpayments will start to be recovered and the recovery will reduce the FBT liability over time. The overpayments project is expected to be completed within FY14. The FBT associated with the overpayment loans has been included in Operations as this spend will occur regardless of whether the recovery process occurs as a component of this has already been incurred.⁴⁵ This amount assumes all overpayments will be recovered within two years.
- **Change to pay date** – The spend assumes the approval for the pay date change was provided in April 2012. We understand that Government is currently considering changes to the pay date.
- **Electronic Rostering** - Support demands for an electronic rostering system will increase as it is rolled out to more business units. Assumes roll out to 950 business units per year.
- **Payroll Portfolio** - Engagement of specialist skills and resources for the various projects can be fast tracked / attracted. The resourcing assumes adoption of the proposed four year strategy and work priorities.

In the time available, KPMG has not been able to assess the reasonableness of the forecasts or the key underlying assumptions, however the following observations can be made:

- KPMG recognises that significant planning has been undertaken by QH to forecast the costs associated with the six projects identified to address the significant payroll issues. It is acknowledged that over time these costs will continue to change as assumptions change including timing.
- Some costs are yet to be quantified and are excluded from the total costs. These excluded costs are outlined below:
 - **Upgrade or Reimplementation Costs** - Costs associated with performing an upgrade or re-implementing of the award interpretation and payroll systems (SAP and Workbrain). The costs forecast to date reflect only the work to analyse the current systems prior to a decision being made as to the system to implement. It is recommended that a contingency amount be included in any future estimate as this is considered better practice for major information technology projects particularly those with the complexity and risk profile such as that associated with QH Payroll;
 - **Fringe Benefits Tax** - The costs identified by Queensland Health include an amount of FBT payable on the overpayment loans. The amount included relates to a loan fringe benefit that arises in relation to the overpayments and assumes 100% of overpayments will be recovered and that they will be recovered within two years. Overpayments do not become loans under FBT law until Queensland

⁴⁵ Financial data provided by Payroll Portfolio Team (May 2012)

Health notifies employees of the overpayment. This is the point at which FBT starts accruing.

The amount currently included in the costs does not take into account FBT associated with waiving any overpayment debts that are not recoverable. The FBT payable where the overpayment loans are waived could potentially be more costly for QH than the loan FBT currently included in the forecast costs. This will depend on the value of the overpayments that are recovered and the timeframe within which they are recovered.

As at 4 April 2012, Queensland Health calculated scenarios to determine the potential cost if 100% of the overpayments were not recovered. These calculations were based on the overpayments that have been notified to date and the overpayments incurred in FY12 that are yet to be notified, totalling \$127.0m. The FBT liability on outstanding debts will vary depending on when the write-off occurs and the notional interest rate applied in calculating the loan fringe benefit. If 100% of the overpayment loans are recovered within a two-year time frame, the FBT cost will be approximately \$8.03m. This could increase to a FBT cost of approximately \$110.4m if none of the overpayments are recovered and 100% of the debts are immediately waived. This figure could increase where there is no recovery and the timing of waiving them is delayed.

- **Contingency** – There is currently no contingency amount included within the costs for the projects (which is considered better practice for complex systems and information technology-related change projects). When considering allowances for contingency, there are two key dimensions to be assessed: project complexity and project risk. In the case of QH Payroll, given the complexity of the operating environment, the legacy of historical issues with the implementation of the payroll solution and the complexity and risk-appetite of the stakeholder environment, it would be prudent to consider any improvement projects associated with QH Payroll as being ‘high complexity’ and ‘high risk’ and thus warranting a significant contingency allowance;
- **Relocation Costs** - Costs associated with relocating payroll staff to align them with Districts;
- **Allowances for growth or change to QH** – costs are based on the current operating model for QH and do not take account of proposed changes e.g. Hospital Boards; and
- **Extended timeframes** - Extension of implementation timelines that may result from any stakeholder issues identified.

4.4 Portfolio Governance

KPMG’s analysis of information technology frameworks implemented by QH relevant to the payroll system has focused on three aspects:

- 1 A brief overview and commentary on historical governance for QH Payroll;
- 2 A review of the current situation in terms of current information technology governance frameworks; and

3 Insights into the likely future governance requirements for QH Payroll.

Brief overview on historical governance for QH Payroll

The historical challenges and issues associated with governance for QH Payroll have been well documented in previous reports including the *Queensland Auditor-General Report to Parliament No. 7 for 2010, Information systems governance and control, including the Queensland Health Implementation of Continuity Project*.⁴⁶

The key findings from the Auditor General's Report⁴⁷ were as follows:

- Project governance prior to 'go-live', including managing **relationships with key stakeholders was not effective** in ensuring roles and responsibilities were clearly articulated and in ensuring there was clear accountability for efficient and effective implementation of the system;
- The **governance structure** for the system implementation, as it related to CorpTech, the prime contractor, and Queensland Health, was not clear, causing confusion over the roles and responsibilities of the various parties;
- There was **inadequate documentation of business requirements** at the commencement of the project;
- The **absence of a periodic review of the business needs** contributed to subsequent difficulties with system testing and the implementation of a system which did not meet the needs of Queensland Health's operating environment;
- **System and process testing prior to 'go-live'** had not identified a number of significant **implementation risks** and therefore the extent of the potential impact on the effective operation of the payroll system had not been fully understood and quantified;
- **System useability testing and the validation of the new processes in the business environment was not performed.** As a result, Queensland Health had not determined whether systems, processes and infrastructure were in place for the effective operation of the new system;
- A number of **critical business readiness activities and practices** were not fully developed prior to the implementation of the new system; and
- Several **changes to payroll administration practices** including the re-allocation of processing duties within payroll were introduced at the same time as the release of the SAP and Workbrain systems.

Out of this review, the Auditor-General identified a number of key 'learnings' and corresponding specific recommendations for information technology governance which included a requirement for⁴⁸:

- Formal documentation of **roles and responsibilities**, accountabilities and key performance indicators for all relevant parties;

⁴⁶ Source: QAO website, <http://www.qao.qld.gov.au/report-no-7-for-2010>

⁴⁷ Source: QAO Report to Parliament No. 7 for 2010, Information systems governance and control, including the Queensland Health Implementation of Continuity Project.

⁴⁸ Source: QAO Report to Parliament No. 7 for 2010, Information systems governance and control, including the Queensland Health Implementation of Continuity Project (Section 2.4: Audit Findings)

- **Formal documentation of the program** being divided into tranches with ‘end of tranche’ reviews recommended to assess program effectiveness, risks, issues, benefits, etc;
- In accordance with the Queensland Government project management methodology, higher risk projects to be **periodically reviewed** to ensure that risks are controlled and the project is on track. Large projects should be divided into stages with each stage clearly planned, controlled and ‘end stage reviews’ performed; and
- Specifically, for Shared Services systems implementations, the governance structure to cover all related parties. An **end-to-end governance structure**, including a project board should be established at the outset of the project.

Current situation

The QH Payroll Portfolio information technology governance framework is primarily focused on a planned and successful delivery of Releases for SAP and Workbrain. The purpose of the Payroll Portfolio and the associated portfolio activity is to ensure that the operational aspect of “paying” QH staff is accomplished successfully.

During the process of consultation with the Payroll Portfolio Executive Director, the Program Management Office (PMO) and PRP Program Director, KPMG were provided with a range of documents outlining the Payroll Portfolio governance arrangements.⁴⁹ These documents were analysed and discussed with Payroll Portfolio stakeholders (for further details on the documents reviewed in relation to governance, refer to *Appendix 1*).

Supporting the QH Payroll Portfolio are seven governance streams linked with the payroll Solution Deployment Life Cycle (SDLC).

These governance frameworks include:

- **Payroll Portfolio Steering Committee (PPSC)** provides a comprehensive overarching governance framework managing the strategic direction and payroll business requirements of the QH Payroll Portfolio ensuring business alignment. This framework, which is structured on better practice governance, includes elements that: endorse the Release management process; set the strategic direction for the key payroll elements; provide financial oversight; and ensure benefits realisation.
- **The Payroll Portfolio (office)** is the delivery arm of the PPSC. The Acting Deputy Director General Human Resource Services, who is the Senior Responsible Officer (SRO), is responsible through the governance framework of the Payroll Portfolio (office) for the execution and the delivery of the payroll portfolio blueprint.
- **Release Management Group (RMG) and the Release Working Group (RWG)** maintain a governance structure that ensures a comprehensive framework relating to application (system) Release management. The Acting Deputy Director General Human Resource Services is the chair of the RMG. The three working groups support the development of system requirements associated with – system performance management, deployment of workarounds and improvement in payroll performance. There is alignment with the CaRB ensuring that the planned Releases are successful from a technical deployed perspective.

⁴⁹ Source: Payroll Portfolio Governance Documents, Sourced April 2012

- **Queensland Shared Service (QSS) Change and Releases Board (CaRB)** provides approval for Releases and delivery gates and collaboratively engages with RMG and RWG to deliver the required Payroll systems.
- **The Payroll Release Program (PRP)** is core to tactical and operational success of the QH payroll. The Program provides analysis, articulates requirements, conducts User Acceptance Testing (UAT), provides system assurance, provides RMG secretariat, business transition and supports system Release management. PRP requirements are represented on the RMG and provide input to RWG. The artefacts developed are aligned to better practice, and are comprehensive in nature. It was identified that the artefacts are utilised at all level of payroll portfolio governance.
- **Technical Approvals Group (TAG)** supports Information and Communication Technology (ICT) Governance frameworks and works collaboratively with all working groups, PRP and CaRB. TAG provides technical advice and reviews.
- **The Program Committees** relate to individual delivery programs relating to identified and planned business requirements by the PPSC and the **Payroll Portfolio (office). Solution Deployment Life Cycle (SDLC)** program and project management approach is aligned to industry better practice and Queensland Government Chief Information Office standard frameworks which are based on Managing Successful Programs (MSP®) and PRINCE2 for the management of the individual projects.
- **The Strategic Review Team (SRT)** is responsible for QH District representation on the payroll portfolio. The team provides business assurance and a change management focus relating to business processes. The team also provides advice and assurance on state-wide training and functional roll-out. The SRT terms of reference define roles and responsibilities, authorities and membership. The team is active in providing strategic and tactical advice to the Payroll Portfolio through the Executive Director and the Portfolio team.

The QH Payroll Portfolio Steering Committee has an established and effective governance framework, defined outcomes, linkages to working groups, reporting structures and defined roles and responsibilities. The governance framework has matured over the portfolio life cycle and especially in the last ten months with the engagement of professional executive staff who have taken ownership of the required business solution and actions to ensure that staff are successfully paid.

In particular, consolidation of payroll programs under a single portfolio has improved operational and strategic governance, inter-group communication and stakeholder engagement.

The Payroll Portfolio governance frameworks deployed are scalable, flexible and adaptable and, as such, will continue to evolve when the payroll operating and business model for the Hospital Board / Pay Hub environments are defined and deployed.

Notably, there is evidence that the governance framework for QH Payroll has addressed the 'Learnings' specifically outlined in Section 2.4 of the *Queensland Auditor-General's Report to Parliament No. 7 for 2010, Information systems governance and control, including the Queensland Health Implementation of Continuity Project* (an overview of which is provided above).⁵⁰

⁵⁰ Source: Queensland Audit Office website, <http://www.qao.qld.gov.au/report-no-7-for-2010>

In summary, based on professional judgement, experience and technical knowledge, the formal and structured Payroll Portfolio governance frameworks currently in place are considered to be aligned to industry better practice and consistent with KPMG's expectations for the Program.

Insights into the likely future governance requirements for QH Payroll

As the portfolio continues its pathway to the 2017 environment, there will be a requirement for dedicated participation, renewal of focus and alignment by the PPSC to ensure the successful delivery of business outcomes.

From a portfolio assurance perspective, as the payroll portfolio pathway moves from predominately *defect* management to *system enhancement* and then *discovery of the next system to be deployed*, the governance roles and responsibilities need to be reviewed in the context of the new environments. Consideration should be given to the development and articulation of a suitable operating and business model for the Hospital Board environment. This will drive the design of systems and will impact the governance frameworks, transition plans and cost.

At the program release level, the governance structure should continue to maintain the collaborative relationship between the Release Management Group, Release Working Group and QSS Change and Release Board (CaRB).

For new programs and projects within the Payroll Portfolio, consideration should be given to deploying the robust approach of the Payroll Portfolio relating to governance frameworks, documentation, planning and quality management. With the proposed actions to remediate the identified portfolio issues there will be a requirement for increased emphasis on organisational change, user training, operating structure and system support.

In addition, the Payroll Portfolio governance frameworks need to be reflected in the current QH financial system upgrade (known as SAPFIR Upgrade) program of work as there is a dependency with the finance system on the payroll system. The governance framework adopted and deployed by the Payroll Release Program (PRP) should be embraced for all projects that are part of the Payroll Portfolio.

As identified by the Queensland Auditor-General and in line with the Queensland Government project management methodology, it would be appropriate for a program of the scale, complexity and risk profile of the QH Payroll to implement mechanisms for the program to undergo periodic review. This periodic review would take the form of staged 'gating' at key stages during the program lifecycle to assess ongoing program viability, benefits realisation and assess the effectiveness of program processes in managing risks, issues, benefits, program management activities and lessons learnt.

5 Recommendations and next steps

Based on the analysis and consultation performed to date, the following recommendations are proposed for QH:

Forward strategy for payroll system

1. As a priority, identify, document and communicate the future payroll operating and service delivery models to be used by QH. These need to take into account the impact of the move to the Hospital Boards model.
2. Develop a list of prioritised payroll projects to implement the above models and design a detailed schedule that takes into account the combined impacts of the projects to ensure that the impact on staff is minimised. In particular, there is a need to:
 - Expedite approval to lift the current moratorium on QH-instigated recovery of overpayments and commence processes to recover overpayments;
 - Expedite approval to implement the change in pay date and commence processes to implement the change in pay date;
 - Take proactive measures to further reduce the degree of retrospectivity built into current QH payroll processes by implementing a change program to significantly reduce the window for lodging historical payroll forms.
3. Initiate the proposed study to determine future business requirements and options regarding an upgrade (or reimplementation) of SAP and the awards interpretation engine. As part of this planning activity, it would be appropriate to approach the broader external market to explore other systems available to QH including associated costs, benefits and risks. It may also be appropriate to engage with a wider group of stakeholders across government including the Queensland Government Chief Information Officer regarding the proposed scope and approach of such a market scanning initiative.
4. Initiate work on investigating the electronic rostering system options, focussed on scalability, ability to interface with SAP and the longer-term vision for the time and attendance business process for QH.

Governance and decision-making

5. Make key decisions to implement the go-forward strategy that underpin the six key improvement projects focused on changes to current business approaches and systems architecture. The aim of these improvement projects will be to realise improvements in payroll performance including accuracy, timeliness, reductions in manual data entry and retrospectivity.
6. Continue with the current governance framework for the payroll portfolio. The governance structure should include:
 - The current committee structure and associated membership;
 - Engagement of key senior leaders; and
 - Clearly defined roles and responsibilities.

It is also important to recognise that as the payroll portfolio evolves, the governance roles and responsibilities will also need to adapt to ensure the appropriate levels of governance are maintained.

7. Maximise the available 'windows' for system enhancements or fixes through developing a 'forward plan' for system enhancements and changes that can then be managed by the RMG.
8. Adopt an enterprise framework for portfolio / program governance such that there is a clear link between Payroll Portfolio Governance and the QH financial system upgrade (SAPFIR Upgrade) given there are interdependencies between the finance and payroll systems.
9. Ensure that the division of responsibility for Release content and technical deployment remains in place and that this is independent of any organisational or reporting relationship changes across QH and QSS.
10. Engage the services of an independent third party to undertake independent assurance activities across the major programs of work that constitute the payroll portfolio. In line with the Queensland Audit Office recommendations, assurance for the QH Payroll Portfolio should include the implementation of a periodic review process. This period review would take the form of staged 'gating' at key stages during the program lifecycle to assess ongoing program viability, benefits realisation and assess the effectiveness of program processes in managing risks, issues, benefits, program management activities and lessons learnt.⁵¹

People and change

11. Implement a stakeholder engagement program across QH that focuses on:
 - Communicating the way forward in terms of the operating and service delivery model; and
 - Building trust in the payroll process through demonstrating consistent, measureable improvements in performance, transparency in decision making and demonstrating tangible benefits to staff and line managers through changes in payroll business processes and ways of working.

There is a clear need to demonstrate to line managers and staff what the benefits of specific improvements to the payroll and rostering processes will be from their perspectives as end-users.

12. Ensure that any changes to business approaches or systems architecture which impact on staff are supported by a comprehensive change management and communications approach that considers the potential impact on frontline staff of the sequencing of change activities.
13. Defer any significant disruption or organisational changes to key payroll functions (including QSS) until there is greater stability in the payroll system and performance improvements have been demonstrated.
14. Commence work on exploring opportunities to simplify the current awards structure across QH. Whilst it is recognised that simplification of the current awards structure would require a Whole of Government approach, it is well recognised by key QH Payroll stakeholders that

⁵¹ Source: QAO Report to Parliament No. 7 for 2010, Information systems governance and control, including the Queensland Health Implementation of Continuity Project

the current complexity of the industrial environment for QH is having an ongoing significant impact on payroll performance as it has contributed to payroll administrative costs and system customisation. Regardless of any improvements that can be made to the QH payroll system and associated business processes, the complexity of the award conditions will continue to have an impact on overall performance.

Funding

15. In communicating the key costs of the QH payroll project, it is important to distinguish between the following key cost drivers:
 - ‘BAU’ costs to deliver the minimum requirements associated with the production of the QH payroll each pay period;
 - system maintenance and defect rectification;
 - system enhancements; and
 - ‘discretionary’ improvement projects.
16. The funding envelope for QH payroll currently includes funded and unfunded components with a significant proportion of these components representing ‘committed’ expenditure based on current system requirements and the need to invest in ongoing improvements to maintain and / or improve system performance. Stakeholders would benefit from greater visibility of the funding shortfall between what has been committed versus what has received funding allocations to assist with determining the priority for future spend and value for money assessments.
17. When considering the business cases for specific improvement projects and initiatives in relation to QH payroll, it is imperative that adequate focus is given to quantifying the tangible benefits to be gained from each initiative so this can be considered in the context of the significant costs involved and the costs incurred to date.

6 Disclaimers

Inherent Limitations

This report has been prepared as outlined in the "Introduction and overview of the current review" section. The services provided in connection with this engagement comprise an advisory engagement, which is not subject to assurance or other standards issued by the Australian Auditing and Assurance Standards Board and, consequently no opinions or conclusions intended to convey assurance have been expressed. Any use of the words "audit" or "review" in our engagement contract or in this report should not be taken to imply otherwise.

We have not compiled, examined or applied other procedures to the forecast information prepared by QH in accordance with Australian, or any other, auditing or assurance standards. Accordingly, we do not express any opinion as to whether the forecast costs set out in this report will be incurred as set out, or whether any assumptions underlying those forecast costs are reasonable. We do not warrant or guarantee any statements as to the future costs. There will usually be differences between forecast or projected and actual results, because events and circumstances frequently do not occur as expected or predicted, and those differences may be material.

No warranty of completeness, accuracy or reliability is given in relation to the statements and representations made by, and the information and documentation provided by, Queensland Health management and stakeholders consulted as part of the process.

KPMG have indicated within this report the sources of the information provided. We have not sought to independently verify those sources unless otherwise noted within the report.

KPMG is under no obligation in any circumstance to update this report, in either oral or written form, for events occurring after the report has been issued in final form.

The findings in this report have been formed on the above basis.

Third Party Distribution and Reliance

This report is solely for the purpose set out in the "Introduction and overview of the current review" section and for Queensland Health's information, and is not to be used for any other purpose or distributed to any other party without KPMG's prior written consent.

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This report has been prepared at the request of Queensland Health in accordance with the terms of KPMG's engagement letter/contract dated 2 May 2012. Other than our responsibility to Queensland Health, neither KPMG nor any member or employee of KPMG undertakes responsibility arising in any way from reliance placed by a third party on this report. Any reliance placed is that party's sole responsibility.

7 Appendix 1 Source Documents

Details of source documents reviewed

1. Queensland Health Audit Committee: Quarterly Payroll Audit Report for April 2012
2. Queensland Health Quarterly Audit Committee Report – February 2012
3. Queensland Health Audit Committee: Quarterly Payroll Report –October 2011
4. Auditor-General Report to Parliament No. 7 for 2010: Information systems governance and control, including the Queensland Health Implementation of Continuity Project – June 2010
5. Payroll Portfolio Governance
 - a. Release Management Group Terms of Reference
 - b. Principles of RMG as tabled at the PPSC on 16 February 2012
 - c. Strategic Review Terms of Reference – current TOR
 - d. Strategic Review Team Terms of Reference – draft going forward – pending approval of new governance arrangements
 - e. Strategic Review Team Minutes of the meeting of 2 February, 2012
 - f. PPSC Terms of Reference – draft TOR
 - g. PPSC Papers 31 January 2012
 - h. PPSC Minutes for 31 January 2012
 - i. PPSC Papers for 16 February 2012
6. Payroll Release Program documents
 - a. Governance Framework
 - b. Quality Management Framework
 - c. Terms of Reference for Working Groups
 - d. Prioritisation and Forward Plan
 - e. Release Minutes and Status Reporting
 - f. Release Reports
 - g. Release Working Papers
7. Payroll Portfolio Strategies: Project / Initiative Definitions -24 April 2012
8. QSS, Known Issues Report - 2 May 2012
9. Additional financial data as provided by Payroll Portfolio Team - May 2012
10. QH Internal reporting documentation on payroll, sourced April 2012

11. Queensland Nurses Union Re: Proposed way forward for Queensland Health Payroll - 9 December 2011
12. Ernst & Young Review of Payroll and Rostering Solutions - September 2010
13. Ernst & Young Payroll Foundation Program (PFP) Review Final Report - June 2011
14. Ernst & Young Payroll Improvement Program (PIP) Review Final Report - June 2011
15. Ernst & Young Interim Pain Point Assessment - October 2011
16. Ernst & Young eRoster Benefits Study - 27 January 2012
17. Ernst & Young eRoster Pilot Site Benefits Phase 3 Report: Royal Brisbane & Women's Hospital (RBWH) - March 2012
18. Ernst & Young Review of the Early Deliverables Trial Draft - 29 March 2012
19. Pricewaterhouse Coopers Shared Services Review – September 2010
20. Pricewaterhouse Coopers Leave Balance Review Phase 1- 10 March 2011
21. Pricewaterhouse Coopers Leave Balance Review Phase 2 - 22 June 2011
22. KPMG, Queensland Health Payroll Update – August 2011
23. KPMG, Interim Queensland Health Payroll Action Plan Update – October 2011

8 Appendix 2 Glossary of Terms

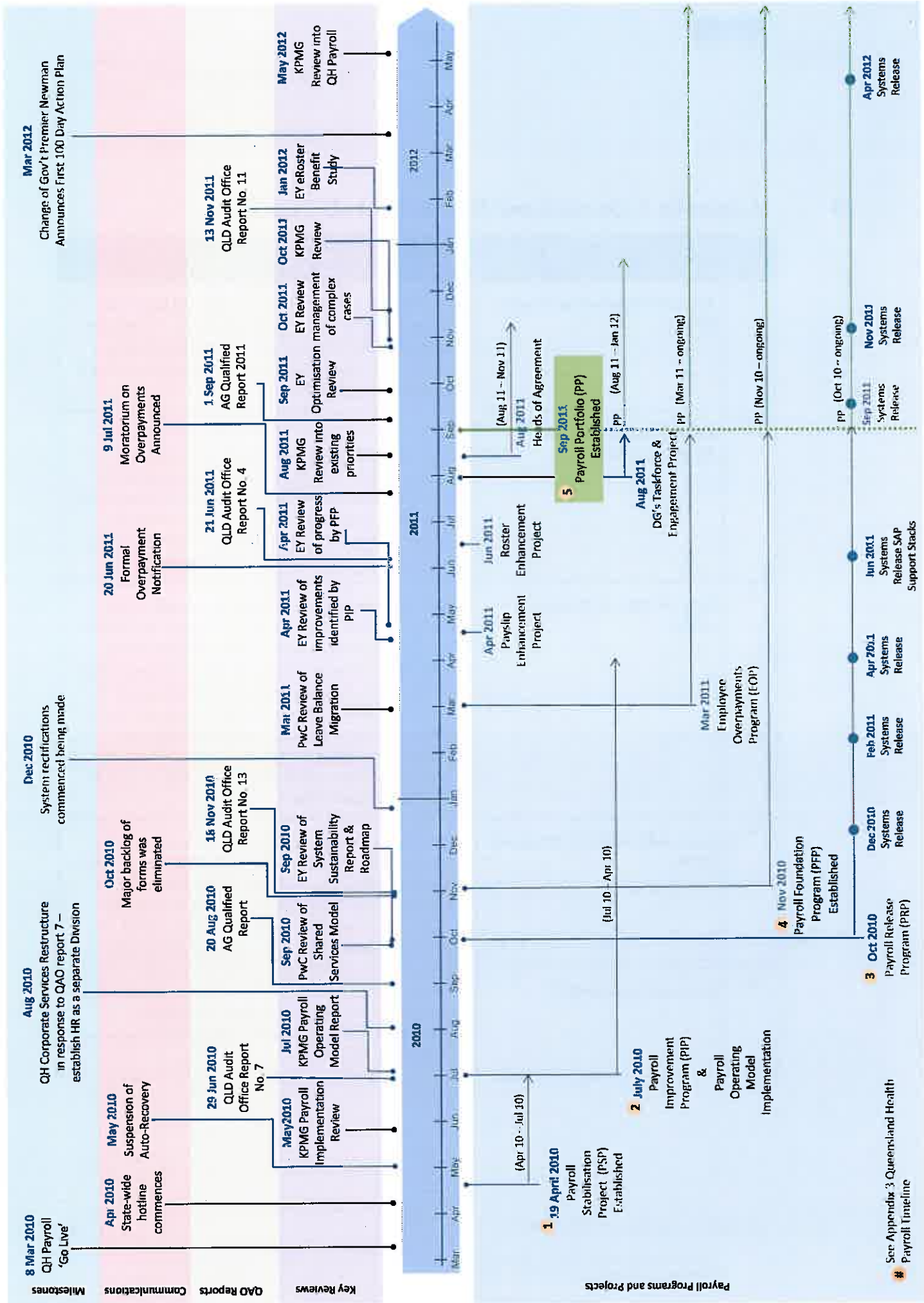
| Term | Definition |
|-----------|--|
| BAU | Business as usual |
| CaRB | Change and Releases Board |
| CBRC | Cabinet Budget Review Committee |
| Corporate | QH Divisions (i.e. Finance, Human Resources, IT functions) |
| CPI | Consumer Price Index |
| FBT | Fringe Benefit Tax |
| FTE | Full Time Equivalent |
| ICT | Information and Communication Technology |
| MSP® | Managing Successful Programs® |
| PMO | Program Management Office |
| PPSC | Payroll Portfolio Steering Committee |
| PRINCE2 | Projects In a Controlled Environment |
| PRP | Payroll Release Program |
| QH | Queensland Health |
| QH HR | Queensland Health Human Resource Services |
| QSS | Queensland Shared Services |
| Releases | Payroll system enhancements |
| RMG | Release Management Group |
| RWG | Release Working Group |
| SAPFIR | QH Finance System FAMMIS Upgrade |
| SDLC | Solution Deployment Life Cycle |

| Term | Definition |
|--------------------|--|
| SITIA | Department of Science, Information Technology, Innovation and the Arts |
| SRO | Senior Responsible Officer |
| SRT | Strategic Review Team |
| TAG | Technical Approvals Group |
| The current review | KPMG review of payroll and rostering system at Queensland Health |
| UAT | User Acceptance Testing |

9 Appendix 3 Queensland Health Payroll Timeline

| No. | Term | Definition |
|-----|--|--|
| 1 | Payroll Stabilisation Project (PSP) | Established on 19 April 2010 to identify and implement strategies to stabilise the new payroll system. The project encompassed four pieces of work: district and division business processes, payroll processing, payroll system, and support and communications. |
| 2 | Payroll Improvement Program (PIP) | Established in July 2010 to build on the work of the PSP and to oversee the implementation of the new payroll operating model. The program was also responsible for establishing an end to end personalised service model in all districts and payroll hubs. PIP was also responsible for overseeing the reduction in the backlog of payroll forms processing, system defect fixes, and system releases. |
| 3 | Payroll Release Program (PRP) | Established in late 2010 to continue on the work of the Queensland Health Implementation of Continuity (QHIC) project, which provided the QH support for the payroll system implementation. The QHIC was transitioned to the PRP to provide a thorough change control and gating process to oversee changes to the system in production. In addition to system fixes, PRP is also responsible for a number of BAU activities such as security updates and system maintenance as well as system changes to support new industrial agreements. |
| 4 | Payroll Foundation Program (PFP) | Established in November 2010 to deliver on the seven operational pain points identified by Ernst & Young in their September 2010 review of system sustainability. PFP included 2 phases of work that focus on improving the business process and functionality of the payroll and rostering system and delivering additional functionality. |
| 5 | Payroll Portfolio (PP) | Established in September 2011 to form a single portfolio of payroll related programs and projects. The Payroll Program, PFP, PRP, and Payroll and Establishment have all transitioned to the PP. |

Appendix 3: Queensland Health Payroll Timeline



HEALTH AND COMMUNITY SERVICES COMMITTEE

2013 ESTIMATES PRE-HEARING

QUESTION ON NOTICE

No. 7

THE HEALTH AND COMMUNITY SERVICES COMMITTEE ASKED THE MINISTER FOR HEALTH (Mr SPRINGBORG)—

QUESTION:

I refer to page 4 of the SDS and ask the Minister to please list consultancies for Queensland Health and its Hospital and Health Services for the period June 2012 to June 2013 inclusive in the same format as the Right To Information request QHDL 12/13 029.

ANSWER:

Queensland Health has engaged a number of consultants during the period June 2012 to June 2013. On 1 July 2013, Queensland Health was restructured from one single organisation into 18 separate legal entities, namely the Department of Health and 17 Hospital and Health Services. 2012-13 was a period of transformational change to the way Queensland Health operated. Much of the consultancy expenditure relates to preparation for this restructure and capacity and capability building in the 12 months since the restructure occurred, to ensure that appropriate systems and processes were in place to support good governance, improved efficiency and achievement of value for money.

From June 2012 to June 2013 inclusive, the Hospital and Health Services spent approximately \$7.28 million in consultancies. Using Departmental reporting systems, it is extremely difficult to separate the June 2012 data from the remainder of the 2011-12 financial year for Departmental consultancies. Therefore, July 2012 to June 2013 data (inclusive) is provided for Departmental consultancies. From July 2012 to June 2013, the Department of Health spent around \$11.37 million in consultancies.

The 2012-13 expenditure is significantly less than the \$26.770M spent on consultancies during the 2011-12 period, predominantly accumulated under the former Labor Government.

The list of consultancies engaged by Queensland Health from June 2012 to June 2013 is attached. This list has been prepared in the same format and basis as the Right to Information request QHDL 12/13 029.

CONSULTANCY AGREEMENTS - Department of Health - 1 July 2012 to 30 June 2013
(consultancies entered into prior to 01/07/2012 not included)

| Financial year consultant is engaged | Health Service District or DoH | Organisational Unit Name | Name of project the consultant is engaged for | Consultant's organisation Name | Consultant's organisation address | Name of consultant | Consultancy publicly advertised? | Reasons for not advertising | Agreement Date DD/MM/YY | Commencement Date DD/MM/YY | Termination Date DD/MM/YY | Brief description of project and reasons for engaging the consultant | QH Contact Officer (Name, Address and Telephone) | Agreed value | Expense | Capitalised | Total |
|--------------------------------------|--------------------------------|--------------------------|--|--|--|---|----------------------------------|--|-------------------------|----------------------------|---------------------------|--|---|---------------|------------|-------------|------------|
| 2012-13 | DoH | SSS | Visa systems, sponsorship arrangements and processes | Absolute Immigration Services (AIS) | Suite 1, Claremont Street, South Yarra Vic 3141 | Jamie Lingham | No | Sole Supplier | 26/11/2012 | 26/11/2012 | 30/06/2013 | Visa systems, sponsorship arrangements and processes | margaria McCracken 147-163 Charlotte Street Brisbane Qld 4000 3234 1685 | 132,840.00 | 46,340.00 | | 46,340.00 |
| 2012-13 | DoH | SPP | Rural & Remote Health Transfer | Allens<->Linklaters | PO Box 7082, Riverside Centre, Brisbane | Peter James | No | Panel Arrangement | | | | Rural & Remote Health Transfer | Helen Ceron | 1,349.50 | 1,349.50 | | 1,349.50 |
| 2012-13 | DoH | HIB | Sunshine Coast University Hospital Project | Applan Group | Level 2, Unit 2, 8 Outram Street, West Perth WA 6008 | Marie-Andree Fournier | No | Experts in the health planning field. | 26/10/2012 | 26/10/2012 | 31/03/2017 | Health Planning Advisory Panel for the SCUH Project. | Anita Womersley L6 - 200 Adelaide St, Brisbane 3006 2844 | 150,000.00 | | 12,604.50 | 12,604.50 |
| 2008-09 | DoH | HIB | Sunshine Coast University Hospital Project | Argyle Corporate Advisors | Ground Floor 488 Queen Street Brisbane Q 4000 | Peter Bruton | No | RFT was sent to 3 invitees, original contract amount <\$100,000 | 1/04/2008 | 1/04/2008 | 31/12/2012 | Probity Advisor for the SCUH project. | Anita Womersley L6 - 200 Adelaide St, Brisbane 3006 2844 | 682,740.45 | | 31,182.50 | 31,182.50 |
| 2012-13 | DoH | HIB | Sunshine Coast University Hospital Project | Argyle Corporate Advisors | Ground Floor 488 Queen Street Brisbane Q 4000 | Peter Bruton | No | Approval was granted to confine the tender as continuity of advisers from the procurement phase was desirable. | 2/01/2013 | 2/01/2013 | 31/03/2017 | Probity Advisor for the SCUH project. | Anita Womersley L6 - 200 Adelaide St, Brisbane 3006 2844 | 150,000.00 | | 12,477.50 | 12,477.50 |
| 2011-12 | DoH | HIB | Moranbah Capital Infrastructure Planning Study | Bickerton Masters Architecture Pty Ltd | 99 Brookes Street, Fortitude Valley QLD 4006 | Andrew Masters | Yes | | 22/02/2012 | 1/05/2012 | 31/08/2012 | To complete of site inspection of the Hospital and Provide a final high quality Capital Infrastructure Planning Study Report of which is acceptable to QH | Allison Waters Level 5 Anzac Square Building, 200 Adelaide Street, (07) 3006 2720 | 84,010.30 | 153,556.00 | N/A | 153,556.00 |
| 2012-13 | DoH | HSSA | Business Case for procurement of Laboratory Information System | Business Aspect | Po Box 641 Spring Hill QLD 4004 | | No | Closed Tender | 25/10/2012 | 1/11/2012 | | Engage Consultants to review current and future state Laboratory Information System | Deb Hornsby | 223,640.00 | 226,740.00 | | 226,740.00 |
| 2012-13 | DoH | SPP | ORRH transition database copy | Byindex Associates | not available | not available | No | N/A | | | | ORRH engaged this company to copy a database for use by two distinct units of QH - QCP and the Cunningham Centre as part of the transition. | Janette Jones | 880.00 | 880.00 | | 880.00 |
| 2012-13 | DoH | HSSA | Commercial Manager Project | C&N Consulting | 11 Drury St, W'indors Qld 4030 | Cherie Jones | | | 29/01/2013 | 1/02/2013 | 20/05/2013 | An appointment of the interim Commercal Manager. | Kerry Duffy | 1,600 per day | 100,800.00 | | 100,800.00 |
| 2012-13 | DoH | HIB | Sunshine Coast University Hospital Project | Cambray Consulting | 320 Adelaide Street, Brisbane Q 4000 | Andrew Douglas Anne Coutts Andrew Barrie Richard Quinn Melinda Plank Mya Roth Michelle Taylor | No | Approval was granted to confine the tender as continuity of advisers from the procurement phase was desirable. | 20/09/2012 | 24/09/2012 | 31/03/2017 | Provide Engineering / Traffic advisory services to the SCUH Project team. | Anita Womersley L6 - 200 Adelaide St, Brisbane 3006 2844 | 671,382.00 | | 195,540.00 | 195,540.00 |
| 2012-13 | DoH | HIB | Sunshine Coast University Hospital Project | Carramar Consulting | Unit 8, 220 Boundary Street, Spring Hill Q 4000 | Jane Yacopetti Cath Lewin Jodie Green Leonie Hobbs | No | Pre-qualified consultants under QH Panel Arrangement | 12/10/2012 | 15/10/2012 | 31/03/2017 | Health Planning Advisory Panel for the SCUH Project. | Anita Womersley L6 - 200 Adelaide St, Brisbane 3006 2844 | 150,000.00 | | 91,507.29 | 91,507.29 |
| 2011-12 | DoH | SSS | CEO Assessments | Cerno Limited | Level 8, Sybase House, 101 Lambton Quay, Wellington 4140 New Zealand | Dr Dave George | Yes | | 17/02/2012 | 6/01/2012 | | CEO Assessments | Donna Russell 147-163 Charlotte Street Brisbane Qld 4000 3235 9524 | 199,640.00 | 7,415.51 | | 7,415.51 |
| 2011-12 | DoH | HIB | Dalby Hospital Capital Infrastructure Planning Study | Conrad Gargett Achitecture | Level 27/ 400George Street Brisbane Qld 4000 | David Peters | Yes | | TBA | TBA | 31/07/2012 | To increase site, building and health services access for residents in a defined catchment. To achieve critical success factor and health needs for the hospital site. | Allison Waters Level 5 Anzac Square Building, 200 Adelaide Street, (07) 3006 2720 | 33,222.75 | 30,202.50 | N/A | 30,202.50 |
| 2009-10 | DoH | HIB | Sunshine Coast University Hospital Project | Conrad Gargett Riddel | Level 1/99 Melbourne Street South Brisbane Q 4101 | Bruce Wolfe | Yes | 40109 | 19/10/2009 | 31/12/2012 | | Provide masterplanning services to the SCUH project. | Anita Womersley L6 - 200 Adelaide St, Brisbane 3006 2844 | 1,741,750.00 | | 23,383.00 | 23,383.00 |
| 2012-13 | DoH | HIB | Sunshine Coast University Hospital Project | Conrad Gargett Riddel | Level 1, 99 Melbourne Street, South Brisbane Q 4001 | Bruce Wolfe David Peters Harm Hollander John Flynn Geoff Cordingley Katharina Nieberler-Walker Yvonne Rantzen Peter Richards Lawrence Toaldo Brent Sanders Tarek Barclay Katie MacLennan ARUP Buro North | No | Approval was granted to confine the tender as continuity of advisers from the procurement phase was desirable. | 20/09/2012 | 24/09/2012 | 31/03/2017 | Provide Architecture and Masterplanning advisory services to the SCUH Project team. | Anita Womersley L6 - 200 Adelaide St, Brisbane 3006 2844 | 1,156,305.00 | | 247,655.50 | 247,655.50 |
| 2012-13 | DoH | SSS | Workforce performance and improvement | Daum & Co | Level 50, 120 Collins Street, Melbourne Vic 3000 | Tony Karantonis | No | Sole Supplier | 8/03/2012 | 1/01/2013 | 31/03/2013 | To develop planning, forecasting and quantitativa performance measures and benchmarks a study to identify workforce gaps and causes will be undertaken . | Lyn Rowland 147-163 Charlotte Street Brisbane Qld 4000 3234 1685 | 46,470.00 | 46,470.00 | | 46,470.00 |
| 2011-12 | DoH | HIB | Sunshine Coast University Hospital Project | Decision Point Consulting | PO Box 16083, City East Q 4002 | Alaistair Sharman Carl Rogers Greg Hoskin | No | Consultancy considered most suitable due to previous involvement in the project. | 20/07/2011 | 1/07/2011 | 28/02/2013 | ICT Planning Consultant | Anita Womersley L6 - 200 Adelaide St, Brisbane 3006 2844 | 359,216.36 | | 7,600.00 | 7,600.00 |

| Financial year consultant is engaged | Health Service District or DoH | Organisational Unit Name | Name of project the consultant is engaged for | Consultant's organisation Name | Consultant's organisation address | Name of consultant | Consultancy publicly advertised? | Reasons for not advertising | Agreement Date DD/MM/YY | Commencement Date DD/MM/YY | Termination Date DD/MM/YY | Brief description of project and reasons for engaging the consultant | QH Contact Officer (Name, Address and Telephone) | Agreed value | Expense | Capitalised | Total |
|--------------------------------------|--------------------------------|--------------------------|---|--------------------------------|--|--|----------------------------------|--|-------------------------|----------------------------|--|--|---|--------------|--------------|-------------|------------|
| 2012-13 | DoH | HIB | Sunshine Coast University Hospital Project | Deloitte Touche Tohmatsu | Riverside Centre, Level 25, 123 Eagle Street, Brisbane Q 4000 | Craig Smith Mike Kissane Luke Baxby Toni Cunningham Mark Watson Martin Freeman Natasha Doherty | Yes | | 20/09/2012 | 24/09/2012 | 31/03/2017 | Provide advice with the ICT funding submission. | Anita Womersley L6 - 200 Adelaide St, Brisbane 3006 2844 | 370,179.09 | | 149,792.83 | 149,792.83 |
| 2012-13 | DoH | SSS | Criminal history Process review and ode of conduct training improvement | Deloitte Touche Tohmatsu | Riverside Centre, Level 25, 125 Eagle Street Brisbane Qld 4000 | Lynn Lucas | No | Sole Supplier | 29/08/2012 | 29/01/2013 | To be confirmed dependant on assistance provided by QH | Review criminal history Process and improving the code of conduct training. | Donna Russell 147-163 Charlotte Street Brisbane Qld 4000 3235 9524 | 17,080.00 | 17,080.00 | | 17,080.00 |
| 2012-13 | DoH | SSS | Contestability Strategy Residential Aged Care Facilities | Deloitte Touche Tohmatsu | Riverside Centre, Level 25, 125 Eagle Street Brisbane Qld 4000 | Michael Kissane | | specialist skills required and not available in DoH | 19/03/2013 | 20/03/2013 | 31/05/2013 | To obtain Divistment Strategy report for Contestability Strategy Residential Aged Care Facilities | Dawn Mirris Director Contestability Branch 163 Charlotte Street Brisbane Qld 4000 | 322,195.00 | 329,482.50 | | 329,482.50 |
| 2012-13 | DoH | ODG | Accrual transaction 0121947075. Review of HSIA services to HHSs under contestability. | Deloitte Touche Tohmatsu | Level 9, Grosvenor Place, 225 George Street, NSW 2000 | Craig Smith | No | Went out to 4 organisations only – type 4 procurement – case of genuine urgency and specific requirements. Very specific requirements and short timeframe so was sent out to nonimated companies that had this experience. | 15/02/2013 | 7/02/2013 | 11/04/2013 | Deloitte consultancy. The service provided is a form of contestability that should be applied to HSIA and services it provided to HHSs. | Bernadette Harvey | 410,000.00 | \$410,000.00 | | 410,000.00 |
| 2012-13 | DoH | SPP | Clinical Costing Forum for HHS - educating the costing workforce and improving HHS costing capabilities | Deloitte Touche Tohmatsu | Riverside Centre, Level 25, 123 Eagle St, Brisbane | Toni Cunningham, Director | No | N/A | 29/06/2012 | 29/06/2012 | 29/06/2012 | The purpose of the forum is to deliver a coordinated and consistent approach to educating the costing workforce and improving Health and Hospital Service costing capability. With no formal external network available, professional development of costing sta | Gerry Wy'ill, Senior Director, Special Projects - ABF Program | 4,100.09 | 13,665.36 | | 13,665.36 |
| 2012-13 | DoH | HIB | Sunshine Coast University Hospital Project | Destravis Group | PO Box 2679, Wellington Point Q 4160 | Dr John Holm Gunther De Graeve | No | Consultancy considered most suitable due to previous involvement in the project. | 26/10/2012 | 26/10/2012 | 31/03/2017 | Health Planning Advisory Panel for the SCUH Project. | Anita Womersley L6 - 200 Adelaide St, Brisbane 3006 2844 | 150,000.00 | | 27,825.00 | 27,825.00 |
| 2012-13 | DoH | HSCI | Cardiac Technologies | DLA Piper Australia | 140 William Street, Melbourne, VIC 3001 | Dr Heather Wellington / Dr Kelly Shaw / Dr Paul Woodhouse | Yes | Through a panel of providers | 6/12/2012 | 1/08/2012 | 31/12/2012 | DLA Piper Australia will undertake an assessment of new cardiac technologies. Consultants will develop a comprehensive report and summarise best clinical practice and evidence available on new and emerging cardiac technologies in order to assist HealthPAC | Linda Mundy Senior Research Manager HealthPACT Secretariat Lobby 2, Level 2, Citilink Business Centre 153 Campbell Street Herston 4006 3131 6969 | 57,100.00 | 57,100.00 | | 57,100.00 |
| 2012-13 | DoH | SSS | Assistance with developing a HR Strategy for Queensland Health | Donaldson Consulting Group | PO Box 190 The Gap Qld 4061 | N/A | No | Genuine Urgency | 23/10/2012 | 26/10/2012 | 29/10/2012 | Assistance with developing a HR Strategy for Queensland Health | Lyn Rowland L15, QHB 3234 1685 | 57,600.00 | 14,400.00 | | 14,400.00 |
| 2012-13 | DoH | HSSA | Operational Support for change within FSS | ENCORPORATE | 188 Narelle Lane Towrang NSW 2580 | Matthew Johnston | No | | 13/09/2012 | 27/02/2013 | | Operational Support for change and restrcuture within FSS | Greg Shaw | 1000 per day | 125,000.00 | | 125,000.00 |
| 2012-13 | DoH | HSSA | Business Re engineering Central Pharmacy | ENCORPORATE | 188 Narelle Lane Towrang NSW 2580 | The Change Tank | No | | 13/09/2012 | 1/03/2013 | 1/03/2013 | TRANSMISSION BUSINESS C PHARMAC | Lindsay Boyd | 100,000.00 | 60,652.53 | | 60,652.53 |
| | DoH | HSSA | Cataloguing Improvement | ENCORPORATE | 188 Narelle Lane Towrang NSW 2580 | | No | | 13/03/2013 | 22/03/2013 | 25/04/2013 | Cataloguing Improvement | John Lee | 60,000.00 | 60,000.00 | | 60,000.00 |
| 2011-12 | DoH | SSS | FAA Payroll Phase 2 Project - Second Stage | Ernst & Young | 1 EAGLE ST WATERFRONT PLACE BRISBANE | David Hodges, Susanne Wauchope, Penny Shield, Jon Lucas, Mareike Domin | No | Genuine Urgency | 11/01/2013 | 7/02/2013 | 12/07/2013 | Provide input into the 30 June 2013 CFO statement with regard to controls. Enable and support ongoing process and control improvement to reach a sustainable standardised practice | ean Clifford - 34067687 | 419,200.00 | 249,197.73 | | 249,197.73 |
| 2011-12 | DoH | HSIA | Costing & Funding - Full Cost Pricing model | Ernst & Young | 1 Eagle St, Brisbane | Daniele Bird | No | Panel 160 agreement | 19/12/2011 | 9/01/2012 | 31/08/2012 | The scope of the engagement for the Cost Refresh has been overhauled to now include Full Cost Pricing for ID in line with the LHHN implementation. | Kate Coehn | 648,894.00 | 69,801.83 | | 69,801.83 |
| 2011-12 | DoH | SPP | District Autonomy Preparedness Phase 3 Part 2 | Ernst & Young | 1 Eagle Street | David Hodges | No | Panel Arrangement | 8/12/2011 | 28/11/2011 | 30/04/2012 | Phase 3 Part 2 of the District Autonomy Preparedness project is for the consultant to undertake a 'Readiness Assessment' of Districts Readiness against the pre-defined set of pre-conditions. | Nick Steele | 2,268,000.00 | 36,917.61 | | 36,917.61 |
| 2012-13 | DoH | SSS | Change Readiness Assessment for the Change of Pay Date | Ernst & Young | | Ernst & Young | No | Genuine Urgency | 18/10/2012 | 13/08/2012 | 22/08/2012 | Change Readiness Assessment for the Change of Pay Date | Lyn Rowland L15, QHB 3234 1685 | 18,000.00 | 18,000.00 | | 18,000.00 |
| 2012-13 | DoH | HSCI | Queensland Institute of Clinical Redesign (QuICR) Cohorts 2-4 | Ernst & Young | 111 Eagle Street, Brisbane QLD 4000 | Jonathan Lunn | No | Tendered from Panel 160 listed Consultants | 12/04/2013 | 16/04/2013 | 30/06/2014 | Ernst & Young will conduct a range of local clinical process redesign projects being undertaken across the majority of the 17 HHSs, continuing to engage in skill and knowledge development of senior clinicians and project managers and providing senior clin | Jason Currie Executive Director Clinical Services Redesign Program Lobby 3, Level 2, Citilink Business Centre 153 Campbell Street Herston 4006 07 3131 3214 | 489,000.00 | 255,169.47 | | 255,169.47 |
| 2012-13 | DoH | HSCI | Queensland Institute of Clinical Redesign (QuICR) Redesign Leaders Network | Ernst & Young | 111 Eagle Street, Brisbane QLD 4000 | Jonathan Lunn | No | Tendered from Panel 160 listed Consultants | 28/05/2013 | 28/05/2013 | 30/06/2014 | Ernst & Young will work collaboratively to provide "Redesign Leaders Network" program of professional development and networking opportunities for experienced redesign and improvement personnel within HHSs in Qld, and to support and enhance the QuICR Rede | Jason Currie Executive Director Clinical Services Redesign Program Lobby 3, Level 2, Citilink Business Centre 153 Campbell Street Herston 4006 07 3131 3214 | 315,350.00 | 52,852.36 | | 52,852.36 |

| Financial year consultant is engaged | Health Service District or DoH | Organisational Unit Name | Name of project the consultant is engaged for | Consultant's organisation Name | Consultant's organisation address | Name of consultant | Consultancy publicly advertised? | Reasons for not advertising | Agreement Date DD/MM/YY | Commencement Date DD/MM/YY | Termination Date DD/MM/YY | Brief description of project and reasons for engaging the consultant | QH Contact Officer (Name, Address and Telephone) | Agreed value | Expense | Capitalised | Total |
|--------------------------------------|--------------------------------|--------------------------|---|--------------------------------|---|---|----------------------------------|--|-------------------------|----------------------------|---------------------------|---|---|--------------|------------|-------------|------------|
| 2012-13 | DoH | ODG | Queensland Health Renewal Taskforce | Ernst & Young | Level 51, 111 Eagle Street Brisbane QLD 4000 | Jonathan Lunn | No | QH Panel 160 used | 13/12/2012 | 21/11/2012 | 3/12/2012 | Old Hth Renewal Taskforce to develop and deliver the workshop 'Building health system stewardship to realise the benefits of the reform' | Bernadette Harvey Project Officer | 24,720.00 | 24,720.00 | | 24,720.00 |
| 2012-13 | DoH | ODG | Comparison of Queensland Health functional structure to Health System Management trends and practices | Ernst & Young | Level 51, 111 Eagle St, Brisbane | David Roberts & Paul Dolan | No | QH Panel 160 used | 5/09/2012 | 3/09/2012 | 7/09/2012 | Comparison of Queensland Health functional structure to Health System Management trends and practices | Bernadette Harvey | 9,500.00 | 9,500.00 | | 9,500.00 |
| 2012-13 | DoH | HIB | Hospital Car Parks Preliminary Assessment Project | Ernst & Young | Level 51 One One One 111 Eagle Street Brisbane Q 4000 | Mark White Amanda Evans Mike Reid Paul Laxon Richard Featherby Sarah Phillips David Garland Cameron Bird Noel Arulanantham Kim Meikal Rose Simon Campbell | Yes | R/P sent to three companies. | 18/01/2013 | 18/01/2013 | 30/04/2013 | Financial / Commercial advisory services for the Hospital Car Parks Preliminary Assessment Project | Anita Womersley L6 - 200 Adelaide St, Brisbane 3006 2844 | 100,000.00 | 89,030.00 | | 89,030.00 |
| 2012-13 | DoH | ODG | Building health system stewardship to realise the benefits of reform workshop | Ernst & Young | 111 Eagle Street, Brisbane QLD 4000 | Jonathan Lunn | No | QH Panel 160 used (extension) | 22/03/2013 | 25/03/2013 | 25/03/2013 | Consultancy Services provided by J Lunn to assist the Qld Hth Renewal Taskforce to develop and deliver a follow up workshop to build on the outcomes of the 'Building health system stewardship to realise the benefits of reform' workshop. Follow up workshop held on 25 March 2013 | Bernadette Harvey | 3,153.00 | \$3,153.00 | | 3,153.00 |
| 2012-13 | DoH | SPP | ABF Technical Model Review and Validation | Ernst & Young | 1 Eagle Street | Dave Roberts | No | Panel Arrangement | 24/01/2013 | 24/01/2013 | 30/06/2013 | Two stage project to independently validate the model and provide ongoing ah-hoc advisory support. | Michael Crouch | 97,246.00 | 97,246.00 | | 97,246.00 |
| 2012-13 | DoH | SPP | Future Medical Service Requirements Project - QCP | Ernst & Young | 1 Eagle Street | Jim Birch | No | Panel Arrangement | 20/07/2012 | 20/07/2012 | 23/12/2012 | Review the current state of the ORGP focussing on stakeholder engagement and process efficiency, cost analysis, needs and expectations of rural communities, workforce analysis and workforce framework. | Janette Jones | 181,590.93 | 145,272.75 | | 145,272.75 |
| 2012-13 | DoH | SPP | Reassment of Darling Downs HHS readiness level | Ernst & Young | 1 Eagle Street | David Hodges | No | Panel Arrangement | | 9/05/2013 | 7/06/2013 | Reassment of Darling Downs HHS readiness level | Helen Ceron | 50,000.00 | 23,810.00 | | 23,810.00 |
| 2012-13 | DoH | HSSA | HSSA Advisory Board | Gary Sturgess | Box 2136 GPO Sydney NSW 2001 | Gary Sturgess | No | | 15/02/2013 | 5/04/2013 | | G Struggess has been apointed as the HSSA Advisory Board Chair | Kathy Byrne | 20,000.00 | 4,439.73 | | 4,439.73 |
| 2012-13 | DoH | ODG | Queensland Health Renewal Taskforce | Glenn Poole | PO Box 1917 Toowoong Qld 4006 | Glenn Poole | No | approved by A/Snr Director, Health Services Purchasing & Logistic Branch | 5/10/2012 | 19/11/2012 | 6/02/2013 | Reviewed the structure and legislative framework for the operation sof the Qld Public Hospital Foundations. | Bernadette Harvey Project Officer | 10,500.00 | 10,500.00 | | 10,500.00 |
| 2012-13 | DoH | ODG | Queensland Health Renewal Taskforce | Glenn Poole | PO Box 1917 Toowoong Qld 4006 | Glenn Poole | No | approved by A/Snr Director, Health Services Purchasing & Logistic Branch | 5/10/2012 | 13/11/2012 | 31/01/2013 | Phase 3 - Establish a strategy for the future allocation of funding for grants programs and the procurement of professional services across Qld Health | Bernadette Harvey Project Officer | 12,000.00 | 12,000.00 | | 12,000.00 |
| 2012-13 | DoH | ODG | Phase 2 Consultancy 260912-081012 | Glenn Poole | PO Box 1917, Toowoong QLD 4066 | Glenn Poole | No | approved by A/Snr Director, Health Services Purchasing & Logistic Branch | 5/10/2012 | 26/09/2013 | 8/10/2012 | Phase 2 - Establish a strategy for the future allocation of funding for grants programs and the procurement of professional services across Qld Health | Bernadette Harvey | 5,250.00 | 5,250.00 | | 5,250.00 |
| 2012-13 | DoH | ODG | Phase 1 Consultancy 100912-260912 | Glenn Poole | PO Box 1917, Toowoong QLD 4066 | Glenn Poole | No | approved by A/Snr Director, Health Services Purchasing & Logistic Branch | 5/10/2012 | 10/09/2012 | 26/09/2012 | Phase 1 - Establish a strategy for the future allocation of funding for grants programs and the procurement of professional services across Qld Health | Bernadette Harvey | 6,750.00 | 6,750.00 | | 6,750.00 |
| 2012-13 | DoH | HSCI | Integrated Health Planning Unit | Griffith University | 170 Kessels Road, Nathan, QLD | Dr Roslyn Sorensen, Mr Mark Avery and Ms Helen Cooper | Yes | | 23/04/2013 | 23/04/2013 | 30/09/2013 | Consultant to develop a post graduate university Integrated Health Planning Unit that will focus on developing workforce planning capability with clear linkages to service, funding, capital and information system planning. | Amanda Hammer A/Director, Workforce Planning Level 13, Block 7 RBWH | 61,995.00 | 21,700.00 | | 21,700.00 |
| 2012-13 | DoH | SSS | ERP Payroll within Queensland Health | Haffenden Consulting Pty Ltd | 13 Dellwood Street, Ferny Hills Qld 4055 | Lyn Haffenden | No | Sole Supplier | 3/11/2012 | 3/11/2012 | 31/07/2013 | Lead, manage and resolve critical and operational issues Impacting ERP Payroll to meet Queensland Health's requirements. | Lyn Rowland 147-163 Charlotte Street Brisbane Qld 4000 3234 1685 | 149,000.00 | 120,000.00 | | 120,000.00 |
| 2011-12 | DoH | SPP | Torres Strait Financial Management Plan | Health Insight NSW | 4 Bellevue Street, Kogarah NSW 2217 | Mike Wallace | No | N/A | 20/06/2012 | 20/06/2012 | 20/09/2012 | Provide Professional support and advice to the DCEO, Torres Strait Health and Hospital Service in regard to current financial performance of the Service and develop strategies and a financial recovery plan to return the Service to a blance or better oper | Chantal Casey | 150,000.00 | 16,800.00 | | 16,800.00 |
| 2012-13 | DoH | HIB | Sunshine Coast University Hospital Project | Healthcare Partnering | 2nd Floor, 14 Hays Mews, London | Tina Nolan John Kelly | No | Approval was granted to confine the tender as continuity of advisers from the procurement phase was desirable. | 20/09/2012 | 24/09/2012 | 31/03/2017 | Provide Clinical Planning advisory services to the SCUH Project team. | Anita Womersley L6 - 200 Adelaide St, Brisbane 3006 2844 | 502,467.90 | | 15,895.00 | 15,895.00 |
| 2012-13 | DoH | SSS | Divisional HR Review | HRM Advisory | PO Box 355, CALOUNDRA QLD 4551 | Nail McCormick | No | Genuine Urgency | 3/06/2013 | 7/06/2013 | 24/06/2013 | Review of Divisional HR for Human Resources Services Branch, System Support Services | Margarita McCracken 147-163 Charlotte Street Brisbane Qld 4000 3234 1685 | 25,200.00 | 25,200.00 | | 25,200.00 |
| 2012-13 | DoH | HIB | Sunshine Coast University Hospital Project | Jill Howard & Assocites | 86 Edgevale Road, KEW VIC 3101 | Jill Howard | No | Expert in the health planning field. | 12/10/2012 | 15/10/2012 | 31/12/2014 | Health Planning Advisory Panel for the SCUH Project. | Anita Womersley L6 - 200 Adelaide St, Brisbane 3006 2844 | 300,000.00 | | 118,563.68 | 118,563.68 |

| Financial year consultant is engaged | Health Service District or DoH | Organisational Unit Name | Name of project the consultant is engaged for | Consultant's organisation Name | Consultant's organisation address | Name of consultant | Consultancy publicly advertised? | Reasons for not advertising | Agreement Date DD/MM/YY | Commencement Date DD/MM/YY | Termination Date DD/MM/YY | Brief description of project and reasons for engaging the consultant | QH Contact Officer (Name, Address and Telephone) | Agreed value | Expense | Capitalised | Total |
|--------------------------------------|--------------------------------|--------------------------|--|--------------------------------|--|--|----------------------------------|--|-------------------------|----------------------------|-----------------------------------|--|---|---|--------------|-------------|--------------|
| 2011-12 | DoH | HSCI | Clinical Services Redesign Project - Wide Bay | KM&T | Suite 6.02, 6A Glen Street, Milsons Point NSW 2061 | Mike O'Connor | No | Tendered from Panel 160 listed Consultants | 13/06/2012 | 13/06/2012 | 12/12/2012 | KM&T will work collaboratively with the Wide Bay Project Team to provide expertise in service redesign and business improvement methodologies to improve service delivery. | Jason Currie Executive Director Clinical Services Redesign Program Lobby 3, Level 2, Citilink Business Centre 153 Campbell Street Herston 4006 07 3131 3211 | 592,322.00 | 526,562.82 | | 526,562.82 |
| 2012-13 | DoH | HSCI | Clinical Services Redesign Project - RBWH | KM&T | Suite 6.02, 6A Glen Street, Milsons Point NSW 2061 | Mike O'Connor | No | Tendered from Panel 160 listed Consultants | 22/08/2012 | 30/08/2012 | 11/04/2014 | KM&T will work collaboratively with the Royal Brisbane Project Team to provide expertise in service redesign and business improvement methodologies to improve service delivery. | Jason Currie Executive Director Clinical Services Redesign Program Lobby 3, Level 2, Citilink Business Centre 153 Campbell Street Herston 4006 07 3131 3214 | 1,252,764.00 | 1,138,501.34 | | 1,138,501.34 |
| 2009-10 | DoH | HIB | Sunshine Coast University Hospital Project | KPMG | 71 Eagle Street Brisbane Q 4000 | Adrian Box | No | Engaged under the DIP Panel arrangement. | 1/12/2009 | 1/12/2009 | 31/12/2012 | Provide specialist commercial & financial advisory services to the SCUH project. | Anita Womersley L6 - 200 Adelaide St, Brisbane 3006 2844 | 2,089,906.00 | | 78,847.46 | 78,847.46 |
| 2010-11 | DoH | HSCI | Clinical Services Redesign Project - Ipswich | KPMG | Riparian Plaza, 71 Eagle St, Brisbane QLD 4000 | Will Williams | No | Tendered from Panel 160 listed Consultants | 19/04/2011 | 19/04/2011 | 31/12/2013 | Part 1: KPMG will work collaboratively with Ipswich to improve access to and experience for patients at the Hospitals including achievement of 80% of patients admitted or discharged from the emergency department within 4 hours. Part 2: Coaching, mentoring | Jason Currie Executive Director Clinical Services Redesign Program Lobby 3, Level 2, Citilink Business Centre 153 Campbell Street Herston 4006 07 3131 3214 | Part 1: 470,743 Part 2: 100,000 | 117,854.91 | | 117,854.91 |
| 2011-12 | DoH | SSS | Provision of advice regarding Health and Hospital QLD restructure | KPMG | Riparian Plaza, 71 Eagle St, Brisbane Q 4000 | Bridgette Jackson Laura Bradley Felipe Barra De Costa | No | Panel Arrangement No PL160 | 20/01/2012 | 19/12/2011 | 23/01/2012 | Provision of advice regarding health restructure | Susan Middleditch L16, QHB 3234 0622 | 90,787.00 | 90,826.00 | | 90,826.00 |
| 2011-12 | DoH | HSCI | National Poisons Project | KPMG | 147 Collins Street, Melbourne VIC 3000 | Brendan Rynne | | | 20/01/2012 | 20/01/2012 | Nov 2012 schedule 2 point 4 | Engagement of a consultant to scope issues in relation to the development of national uniform controls over poisons. Also consultation with stakeholders, preparation of risks and final report. | Sophie Dwyer, L1, 15 Butterfield St Herston (07)332893266 | \$125,500 for phase 1, \$144,200 total Phases 1&2. | 144,200.00 | | 144,200.00 |
| 2011-12 | DoH | HSCI | Clinical Services Redesign Project - Princess Alexandra Hospital | KPMG | Riparian Plaza, 71 Eagle St, Brisbane QLD 4001 | Will Williams | No | Tendered from Panel 160 listed Consultants | 14/11/2011 | 14/11/2011 | 31/12/2013 | KPMG will work collaboratively with the Princess Alexandra Hospital to provide expertise in service redesign and business improvement methodologies to access to and experience for patients - including the achievement of 70% of patients are admitted or dis | Jason Currie Executive Director Clinical Services Redesign Program Lobby 3, Level 2, Citilink Business Centre 153 Campbell Street Herston 4006 07 3131 3208 | 663990 | 89,459.33 | | 89,459.33 |
| 2012-13 | DoH | SSS | Contestability | KPMG | 71 Eagle St, Brisbane | Michael Gillin | No | specialist skills required and not available in DoH | 6/05/2013 | 6/05/2013 | 31/05/2013 | Strategic procurement advice | Richard Cassidy | 31,680.00 | 31,680.00 | | 31,680.00 |
| 2012-13 | DoH | HIB | Transaction Director, possible sale of Noosa Hospital and Holy Spirit Northside Hospital | KPMG | GPO Box 223, Brisbane Queensland 4001 | Paul Morris | No | Offer confined to four companies with current/previous experience Queensland Government land projects due to the level of complexity with this project | 20/12/2012 | 10/12/2012 | 30/06/2013 | QH requires the services of a transaction director to facilitate the possible sale of the Noosa Hospital and Holy Spirit Northside Hospital. The transaction needs to be executed by the end of June 2013. | Peter Lincoln, Commercial Director, Level 6, Anzac Square, 200 Adelaide Street, 3006 2712 | 259,743.00 | 190,903.00 | | 190,903.00 |
| 2012-13 | DoH | HIB | Sunshine Coast University Hospital Project | KPMG | Riparian Plaza, 71 Eagle St, Brisbane Q 4000 | Adrian Box Graham Brook John Sams Paul Morris Susie Thorne Brandon Joyce Kate Kavanaugh Matthew O'Brien | No | Approval was granted to confine the tender as continuity of advisers from the procurement phase was desirable. | 20/09/2012 | 24/09/2012 | 31/06/2013 | Provide Financial / Commercial advisory services to the SCUH Project team. | Anita Womersley L6 - 200 Adelaide St, Brisbane 3006 2844 | 850,000.00 | | 390,757.48 | 390,757.48 |
| 2012-13 | DoH | HIB | RCH Site Investigations Project | KPMG | 147 Collins Street, Melbourne Vic 3000 | Adrian Box John Sams Sue Williams Paul Morris Susie Thorne Richard Matthews Kate Kavanaugh | No | Assessment made of firms under QH Business Consultancy Services Panel 160 & KPMG assessed as being most appropriate. | 19/09/2012 | 1/10/2012 | 30/11/2012 | Financial / Commercial advisory services for the Royal Children's Hospital Site Investigations Project | Anita Womersley L6 - 200 Adelaide St, Brisbane 3006 2844 | 200,000.00 | 175,000.00 | | 175,000.00 |
| 2012-13 | DoH | HIB | Sunshine Coast University Hospital Project | KPMG | Riparian Plaza, 71 Eagle Street, Brisbane Q 4000 | Adrian Box Malcolm Lowe-Lauri Tony Miller John Sams Kathryn Cook Stephen Gow | Yes | | 04/03/2013 | 4/03/2013 | 30/06/2013 | Project Director to lead the Value for Money Business Case - clinical and operational services, Sunshine Coast University Hospital Project | Anita Womersley L6 - 200 Adelaide St, Brisbane 3006 2844 | 737,500.00 | | 708,721.00 | 708,721.00 |
| 2012-13 | DoH | HSCI | Clinical Services Redesign Project - Redcliffe | KPMG | Riparian Plaza, 71 Eagle St, Brisbane QLD 4000 | Will Williams | No | Tendered from Panel 160 listed Consultants | 26/10/2012 | 26/10/2012 | 11/04/2014 | KPMG will work collaboratively with Redcliffe hospital with the following focus areas: Emergency Department patient journey, general medicine patient journey, long-stay medical patients, patient flow and bed management and the referral of patients to an a | Jason Currie Executive Director Clinical Services Redesign Program Lobby 3, Level 2, Citilink Business Centre 153 Campbell Street Herston 4006 07 3131 3214 | 142,652.00 | 133,255.30 | | 133,255.30 |

| Financial year consultant is engaged | Health Service District or DoH | Organisational Unit Name | Name of project the consultant is engaged for | Consultant's organisation Name | Consultant's organisation address | Name of consultant | Consultancy publicly advertised? | Reasons for not advertising | Agreement Date DD/MM/YY | Commencement Date DD/MM/YY | Termination Date DD/MM/YY | Brief description of project and reasons for engaging the consultant | QH Contact Officer (Name, Address and Telephone) | Agreed value | Expense | Capitalised | Total |
|--------------------------------------|--------------------------------|--------------------------|---|--|---|---|----------------------------------|---|-------------------------|----------------------------|---------------------------|--|---|------------------------------------|------------|-------------|------------|
| 2012-13 | DoH | HSCI | Townsville Hospital Surgical Clinical Services Redesign Project (SCALPEL) | KPMG | Riparian Plaza, 71 Eagle St, Brisbane QLD 4000 | Will Williams | No | Tendered from Panel 160 listed Consultants | 25/06/2013 | 25/06/2013 | 30/06/2014 | KPMG will work collaboratively on the Townsville Hospital Project at the Hospital, which is part of the Townsville HHS. The project will focus on addressing the capacity gap between specialist outpatient referral and booking process and the operating the | Jason Currie Executive Director Clinical Services Redesign Program Lobby 3, Level 2, Citilink Business Centre 153 Campbell Street Herston 4006 07 3131 3214 | 220,000.00 | 19,000.00 | | 19,000.00 |
| 2012-13 | DoH | SPP | Strong Kids in Schools Initiative - Child Health Workers Resource Package | Louise Livingstone tdg as Freestone Associates | 72 Tucker St, Machans Beach 4878 | Louise Livingstone | No | N/A | 17/05/2011 | 17/05/2011 | 12/03/2013 | Strong Kids in Schools Initiative - to develop the Child Health Workers Resource Package | Krystal Mitchell | 90,000.00 | 30,000.00 | | 30,000.00 |
| 2012-13 | DoH | HIB | Hospital Car Parks Preliminary Assessment Project | Luxmoore Parking & Safety | 191 Carr Place, Leederville WA 6007 | L Schneider D Thompson P Bourlotos L Yarrow A Oakes G Sheldon C Rial | Yes | R/P sent to three companies. | 18/01/2013 | 18/01/2013 | 30/04/2013 | Provide specialist advisory services to support HIB in completing a Preliminary Assessment of Car Park development opportunities under the State's Value For Money (VFM) Framework. | Anita Womersley L6 - 200 Adelaide St, Brisbane 3006 2844 | 119,570.00 | 87,604.67 | | 87,604.67 |
| 2011-12 | DoH | HIB | Sunshine Coast University Hospital Project | MBMpl Pty Ltd | Level 7, 68 Pitt Street, Sydney NSW 2000 | Dougal Sport David Pearson Justin Noakes Scott Denison | No | The RM Adviser to the project failed to deliver the quality of service required and was replaced with MBM. Approval granted DG (BR054158) on 24/05/2012 | 2/05/2012 | 3/05/2012 | 31/12/2013 | Provide facility management lead advisory services to the SCUH Project | Anita Womersley L6 - 200 Adelaide St, Brisbane 3006 2844 | 566829 | | 302,549.03 | 302,549.03 |
| 2010-11 | DoH | SSS | Own Source Revenue | Paul Tridgell Pty Ltd | 5 Seville Place Kenthurst | Dr Paul Tridgell | No | Genuine Urgency | N/A | | 1/07/2013 | Provide strategic advice on Own Source Revenue (OSR) initiatives with emphasis on activity based funding implications as a result of the National Health Reform Agreement (NHRA). | Mark Davey Senior Director Finance Branch | | 17,016.40 | | 17,016.40 |
| 2011-12 | DoH | SSS | Financial & Financial Governance Review - Gold Coast & Townsville | Paxton Consulting Pty Ltd | Level 2, 448 St Kilda Road, Melbourne, Victoria, 3004 | Andrew Cook Ross Cooke Rob Gilbert Julian Maiolo | No | Genuine Urgency | 23/03/2012 | 9/03/2012 | 31/07/2012 | Consultancy Services for Gold Coast and Townsville with objective to manage: Financial & Financial Governance and Demand Management | Susan Middleditch L16, QHB 3234 0622 | 500000 | 301,278.15 | | 301,278.15 |
| 2012-13 | DoH | CMB | Financial & Financial Governance Review - Cairns | Paxton Consulting Pty Ltd | Level 2, 448 St Kilda Road, Melbourne, Victoria, 3004 | Andrew Cook Ross Cooke Rob Gilbert Julian Maiolo | No | Genuine Urgency | 12/03/2013 | 12/03/2013 | 30/07/2013 | Consultancy Services for Cairns Hospital (LHHN) with objective to manage: Financial & Financial Governance and Demand Management | Tony Hendry, Chief Finance Officer, Ph: 323 40974 | 150,000.00 | 72,546.07 | | 72,546.07 |
| 2012-13 | DoH | CMB | Financial & Financial Governance Review - Wide Bay HHS | Paxton Consulting Pty Ltd | Level 2, 448 St Kilda Road, Melbourne, Victoria, 3004 | Andrew Cook Ross Cooke Rob Gilbert Julian Maiolo | No | Genuine Urgency | 6/03/2013 | 6/03/2013 | 30/07/2013 | Consultancy Services for Wide Bay (LHHN) with objective to manage: Financial & Financial Governance and Demand Management | Tony Hendry, Chief Finance Officer, Ph: 323 40974 | 200,000.00 | 61,714.35 | | 61,714.35 |
| 2012-13 | DoH | CMB | Financial & Financial Governance Review - South West HHS | Paxton Consulting Pty Ltd | Level 2, 448 St Kilda Road, Melbourne, Victoria, 3004 | Andrew Cook Ross Cooke Rob Gilbert Julian Maiolo | No | Genuine Urgency | 1/02/2013 | 1/02/2013 | 31/02/13 | Consultancy Services for South West (LHHN) with objective to manage: Financial & Financial Governance and Demand Management | Tony Hendry, Chief Finance Officer, Ph: 323 40974 | 53,843.00 | 77,583.12 | | 77,583.12 |
| 2012-13 | DoH | SSS | Financial & Financial Governance Review - West Moreton | Paxton Consulting Pty Ltd | Level 2, 448 St Kilda Road, Melbourne, Victoria, 3004 | Andrew Cook Ross Cooke Rob Gilbert Julian Maiolo | No | Genuine Urgency | 23/07/2012 | 23/07/2012 | 24/09/2012 | Consultancy Services for West Moreton Hospital (LHHN) with objective to manage: Financial & Financial Governance and Demand Management | Susan Middleditch L16, QHB 3234 0622 | 200,000.00 | 184,036.45 | | 184,036.45 |
| 2010-11 | DoH | HSCI | Clinical Services Redesign Project - Royal Children's Hospital | PricewaterhouseCoopers | Riverside Centre, 123 Eagle St, Brisbane QLD 4000 | Damian Green | No | Tendered from Panel 160 listed Consultants | 11/03/2011 | 11/03/2011 | 30/06/2012 | PwC will work collaboratively with the Royal Children's Health Service District Project team to undertake clinical process redesign and embed improvements to build on the work of the RCH in meeting and sustaining their vision of no patients waiting longer | Jason Currie Executive Director Clinical Services Redesign Program Lobby 3, Level 2, Citilink Business Centre 153 Campbell Street Herston 4006 07 3131 3212 | 459,456.00 | 100,000.00 | | 100,000.00 |
| 2010-11 | DoH | HSCI | Clinical Services Redesign Project - Cairns | PricewaterhouseCoopers | Riverside Centre, 123 Eagle St, Brisbane QLD 4000 | Damian Green | No | Tendered from Panel 160 listed Consultants | 25/05/2011 | 25/05/2011 | 31/12/2013 | Part 1: PwC will assist Cairns Base Hospital to achieve state targets of less than 20% access block or patients waiting more than eight hours for acute admission following presentation to the Emergency Department. The outcomes of the project will support | Jason Currie Executive Director Clinical Services Redesign Program Lobby 3, Level 2, Citilink Business Centre 153 Campbell Street Herston 4006 07 3131 3214 | Part 1: 460,560 Part 2: 120,000 | 226,135.92 | | 226,135.92 |
| 2011-12 | DoH | HSCI | Clinical Services Redesign Project - Toowoomba | PricewaterhouseCoopers | Riverside Centre, 123 Eagle St, Brisbane QLD 4000 | Damian Green | No | Tendered from Panel 160 listed Consultants | 26/02/2012 | 26/02/2012 | 31/12/2013 | Part 1: PwC will work collaboratively with the Toowoomba Hospital to provide expertise in service redesign and business improvement methodologies to access to and experience for patients - including the achievement of 75% of patients are admitted or disch | Jason Currie Executive Director Clinical Services Redesign Program Lobby 3, Level 2, Citilink Business Centre 153 Campbell Street Herston 4006 07 3131 3206 | Part 1: 628,493 Part 2: 100,000 | 243,770.07 | | 243,770.07 |
| 2011-12 | DoH | ODG | Health Reform | PricewaterhouseCoopers | GPO Box 150, Brisbane Qld 4001 | David McKeering, Michael Easton, Chris Rogan, Grant Bowman, Antje Voeller, Maren Mojen | Yes | | 2/12/2011 | 4/11/2011 | 16/12/2011 | Consult with DG & DDG's for configuration of the revised restructure. Identify key dependencies between blueprinting & VSP. VSP classification, analysis of work impact statements, VSP reporting and developing a level 5 (sub function) establishment model for the future department. | Vaun Peate, L19 147-163 Charlotte St, Brisbane Ph. 3234 1191 | 94,312.50 | 94,312.50 | | 94,312.50 |
| 2011-12 | DoH | SPP | To support Rural and Remote HSD | PricewaterhouseCoopers | Eagle Street | Michael Walsh | No | Panel Arrangement | 15/05/2012 | 15/05/2012 | 30/06/2012 | Engagement of Consultancy Services to support Rural and Remote Health Service Districts complete critical development activities as identified in their final Readiness Assessment Report incl. variation for RAP QA | Chantal Casey | 200,000.00 | 11,840.00 | | 11,840.00 |

| Financial year consultant is engaged | Health Service District or DoH | Organisational Unit Name | Name of project the consultant is engaged for | Consultant's organisation Name | Consultant's organisation address | Name of consultant | Consultancy publicly advertised? | Reasons for not advertising | Agreement Date DD/MM/YY | Commencement Date DD/MM/YY | Termination Date DD/MM/YY | Brief description of project and reasons for engaging the consultant | QH Contact Officer (Name, Address and Telephone) | Agreed value | Expense | Capitalised | Total |
|--------------------------------------|--------------------------------|--------------------------|--|--------------------------------|--|--|----------------------------------|--|-------------------------|---|---------------------------|---|---|--------------|------------|-------------|------------|
| 2012-13 | DoH | HSSA | Full Cost Pricing Model | PricewaterhouseCoopers | Darling Parking Tower 2, 201 Sussex St, Sydney NSW 1171 | Craig Fenton, Michael Easton, Hettie Farrell, David Fairbrother | | | 5/11/2012 | 1/12/2012 | 1/01/2013 | PWC is engaged to provide expertise supporting and implementing the HSSA financial commercialisation. | Michael Kelly | 131,736.00 | 124,453.45 | | 124,453.45 |
| 2012-13 | DoH | HSSA | Business Efficiency Review and Variation Cost | PricewaterhouseCoopers | Darling Parking Tower 2, 201 Sussex St, Sydney NSW 1171 | Craig Fenton, Michael Easton, Hettie Farrell, David Fairbrother | No | Panel 160 | 5/12/2012 | 5/12/2012 | 28/03/2013 | The consultancy is engaged to complete a strategic sourcing implementation roadmap as part of the delivery of the HSSA business model review. | Michael Kelly | 129,720.00 | 119,350.00 | | 119,350.00 |
| 2012-13 | DoH | HSSA | Strategic Sourcing | PricewaterhouseCoopers | Darling Parking Tower 2, 201 Sussex St, Sydney NSW 1171 | Craig Fenton, Michael Easton, Hettie Farrell, David Fairbrother | No | Panel 160 | 8/10/2012 | 8/10/2012 | 28/03/2013 | The consultancy is engaged to complete a strategic sourcing implementation roadmap as part of the delivery of the HSSA business model review. | Michael Kelly | 101,280.00 | 101,280.00 | | 101,280.00 |
| 2012-13 | DoH | HSSA | Partnering Roadmap | PricewaterhouseCoopers | Darling Parking Tower 2, 201 Sussex St, Sydney NSW 1171 | Craig Fenton, Michael Easton, Hettie Farrell, David Fairbrother | No | Panel 160 | 8/10/2012 | 8/10/2012 | 30/05/2013 | The consultancy is engaged to complete a strategic sourcing implementation roadmap as part of the delivery of the HSSA business model review. | Michael Kelly | 120,000.00 | 120,000.00 | | 120,000.00 |
| 2012-13 | DoH | HSCI | Clinical Services Redesign Project - Caboolture | PricewaterhouseCoopers | Riverside Centre, 123 Eagle St, Brisbane QLD 4000 | Sue Hawes | No | Tendered from Panel 160 listed Consultants | 5/11/2012 | 5/11/2012 | 11/04/2014 | PwC will work collaboratively with Caboolture hospital with the following focus areas: patient flow and bed management for all presentations and admissions to the hospital, services and processes that are considered to impact on patient flow, discharge pl | Jason Currie Executive Director Clinical Services Redesign Program Lobby 3, Level 2, Citilink Business Centre 153 Campbell Street Herston 4006 07 3131 3214 | 149,135.00 | 114,948.60 | | 114,948.60 |
| 2012-13 | DoH | HSCI | Cairns Base Hospital Surgical Clinical Services Redesign Project (SCALPEL) | PricewaterhouseCoopers | Riverside Centre, 123 Eagle St, Brisbane QLD 4000 | Michael Dickson | No | Tendered from Panel 160 listed Consultants | 27/06/2013 | 27/06/2013 | 30/06/2014 | PwC will work collaboratively on the Cairns Base Hospital Project at the Hospital, which is part of the Cairns & Hinterland HHS. The project will focus on booking processes and theatre efficiencies. The project will be patient focussed and will systemat | Jason Currie Executive Director Clinical Services Redesign Program Lobby 3, Level 2, Citilink Business Centre 153 Campbell Street Herston 4006 07 3131 3214 | 220,000.00 | 20,000.00 | | 20,000.00 |
| 2012-13 | DoH | HSCI | Toowoomba Hospital Surgical Clinical Services Redesign Project (SCALPEL) | PricewaterhouseCoopers | Riverside Centre, 123 Eagle St, Brisbane QLD 4000 | Michael Dickson | No | Tendered from Panel 160 listed Consultants | 27/06/2013 | 27/06/2013 | 30/06/2014 | PwC will work collaboratively on the Toowoomba Hospital Project at the Hospital, which is part of the Darling Downs HHS. The project will focus on discharge planning and coordination, and post-surgical review/pathways. The project will be patient focus | Jason Currie Executive Director Clinical Services Redesign Program Lobby 3, Level 2, Citilink Business Centre 153 Campbell Street Herston 4006 07 3131 3214 | 200,000.00 | 27,000.00 | | 27,000.00 |
| 2012-13 | DoH | ODG | Accrual for Professional services rendered in accordance with the PwC Letter or Engagement. | PricewaterhouseCoopers | Darling Park Tower 2, 201 Sussex Street, SYDNEY NSW 1171 | Pricewaterhouse Coopers | No | Was advertised previously see row 6 (but need to verify this further) | Need to confirm | 2/04/2013 | 24/05/2013 | Accrual for Professional services rendered in accordance with the PwC Letter or Engagement in alignment with requirements under the Business Consultancy Services Panel Arrangement 160. | Kirilly Magill | 399,367.00 | 399,367.00 | | 399,367.00 |
| 2012-13 | DoH | SPP | Reassment of Gold Coast HHS readiness level | PricewaterhouseCoopers | GPO Box 150, Brisbane | Christoper Rogan | No | Panel Arrangement | 1/05/2013 | 6/05/2013 | 7/06/2013 | Reassment of Gold Coast HHS readiness level | Helen Ceron | 50,745.00 | 25,373.00 | | 25,373.00 |
| 2012-13 | DoH | SPP | Reassment of Townsville HHS readiness level | PricewaterhouseCoopers | GPO Box 150, Brisbane | Christoper Rogan | No | Panel Arrangement | 1/05/2013 | 6/05/2013 | 7/06/2013 | Reassment of Townsville HHS readiness level | Helen Ceron | 50,993.00 | 25,497.00 | | 25,497.00 |
| 2012-13 | DoH | HSIA | Procurement Readiness, Business Case Finalisation and for Review Implementation Program Planning Project | PricewaterhouseCoopers | Riverside Centre, 123 Eagle St, Brisbane, Qld | David McKeering | No | Panel 160 agreement | 16/05/2013 | Commence 5 working days from the date of receipt of the letter of engagement from Department (Estimate Jun 2013) | Estimate 1/06/2014 | PwC engaged to undertake a consultancy for Procurement Readiness and Business Case Finalisation. | Wayne Bucklar | 923,968.85 | 514,911.69 | | 514,911.69 |
| | DoH | HSSA | HSSA Business Model | PricewaterhouseCoopers | 123 Eagle St, Brisbane QLD 4001 | Michael Easton | No | | 1/09/2012 | 18/09/2012 | 1/11/2012 | Business Modelling Tools for Service lines - calculation methodology & strctual changes of the organisation | Patsy Purtill | 27,962.00 | 27,962.00 | | 27,962.00 |
| 2012-13 | DoH | HSSA | Human Resource and Communication Consulting | Prominence Pty Ltd | PO Box 66 Taigum QLD 4018 | S Tierney, J Abad, K Anning, J Moore, S Bliss, L Ryan | No | Panel 160 | 25/09/2012 | 3/09/2012 | 1/12/2012 | HR Change and Transition Communication and Media Management during whole of government reform priorities | Kerry Duffy | 298,000.00 | 270,909.10 | | 270,909.10 |
| 2012-13 | DoH | HSSA | Cost of Capital Report | QLD Treasury Corporation | Level 6 123 Albert St Brisbane QLD | Randal Wilson | No | | 1/11/2012 | 15/11/2012 | 30/11/2012 | Capital report prepared for HSSA on weighted average cost of Capital | Michael Kelly | 13,200.00 | 12,000.00 | | 12,000.00 |
| 2012-13 | DoH | HIB | Sunshine Coast University Hospital Project | Redback Health Services | Suite 4, 334 Highway Road, Mt Waverley Vic 3149 | Ian Harris Trent Butcher | No | Approval was granted to confine the tender as continuity of advisers from the procurement phase was desirable. | 20/09/2012 | 24/09/2012 | 31/03/2017 | Provide equipment advisory services to the SCUH Project team. | Anita Womersley L6 - 200 Adelaide St, Brisbane 3006 2844 | 543,457.00 | | 88,573.16 | 88,573.16 |
| 2012-13 | DoH | HIB | Sunshine Coast University Hospital Project | Rider Levett Bucknall | Level 13, 10 Eagle Street, Brisbane Q 4000 | Paul Megram Stuart Haughton Blair Swanston Brian Timothy-Parkes | No | Approval was granted to confine the tender as continuity of advisers from the procurement phase was desirable. | 12/10/2012 | 24/09/2012 | 31/03/2017 | Provide Quantity Surveying services to the SCUH Project Team. | Anita Womersley L6 - 200 Adelaide St, Brisbane 3006 2844 | 988,890.00 | | 187,911.00 | 187,911.00 |

| Financial year consultant is engaged | Health Service District or DoH | Organisational Unit Name | Name of project the consultant is engaged for | Consultant's organisation Name | Consultant's organisation address | Name of consultant | Consultancy publicly advertised? | Reasons for not advertising | Agreement Date DD/MM/YY | Commencement Date DD/MM/YY | Termination Date DD/MM/YY | Brief description of project and reasons for engaging the consultant | QH Contact Officer (Name, Address and Telephone) | Agreed value | Expense | Capitalised | Total |
|--------------------------------------|--------------------------------|--------------------------|---|--------------------------------|---|--|----------------------------------|---|-------------------------|----------------------------|---------------------------|---|---|--------------|------------|-------------|------------|
| 2012-13 | DoH | HIB | Hospital Car Parks Preliminary Assessment Project | Rider Levett Bucknall | Level 13, 10 Eagle Street, Brisbane Q 4000 | Paul Megram Stuart Haughton Blair Swanston Brian Timothy-Parkes | Yes | Three written quotes obtained. | 21/02/2013 | 21/02/2013 | 30/04/2013 | Cost Planning advisory services for the Hospital Car Parks Preliminary Assessment Project | Anita Womersley L6 - 200 Adelaide St, Brisbane 3006 2844 | 15,000.00 | 6,857.50 | | 6,857.50 |
| 2012-13 | DoH | HIB | RCH Site Investigations Project | Rider Levett Bucknall | Level 13, 10 Eagle Street, Brisbane Q 4000 | Paul Megram Lee Whatmore Brian Timothy-Parkes | Yes | Three written quotes obtained. | 19/09/2012 | 1/10/2012 | 30/11/2012 | Cost Planning advisory services for the Royal Children's Hospital Site Investigations Project | Anita Womersley L6 - 200 Adelaide St, Brisbane 3006 2844 | 47,544.00 | 20,237.50 | | 20,237.50 |
| 2012-13 | DoH | HIB | RCH Site Investigations Project | Savills | Level 2, 66 Eagle Street, Brisbane Q 4000 | Matthew Buckley | Yes | Three written quotes obtained. | 19/10/2012 | 19/10/2012 | 31/12/2012 | Valuation services for the Royal Children's Hospital Site Investigations Project | Anita Womersley L6 - 200 Adelaide St, Brisbane 3006 2844 | 48,125.00 | 48,125.00 | | 48,125.00 |
| 2012-13 | DoH | HIB | Sunshine Coast University Hospital Project | SKM | 32 Cordelia Street South Brisbane Q 4101 | Shannon Dodland | No | Approval was granted to confine the tender as continuity of advisers from the procurement phase was desirable. | 6/08/2012 | 6/08/2012 | 31/12/2012 | Review of Stocklands Flood Report | Anita Womersley L6 - 200 Adelaide St, Brisbane 3006 2844 | 1,422.00 | | 1,422.00 | 1,422.00 |
| 2012-13 | DoH | SSS | | Strategic Insight | 28/1 Moore Street Taringa QLD 4068 | Peter Barker | | | 19/04/2013 | 9/04/2013 | 8/10/2013 | Provision of expert advise encompassing industrial relations, workforce planning, communications, project management and commercialised activities | | 149,697.00 | 37,650.15 | | 37,650.15 |
| 2012-13 | DoH | SSS | Contestability | Strategic Momentum Group | 6 Torrens St, Annerley | Michelle Sorrell | No | extension of existing contract | 21/05/2013 | 21/05/2013 | 14/06/2013 | Engagement communication for Contestability | Richard Cassidy | 28,160.00 | 25,600.00 | | 25,600.00 |
| 2012-13 | DoH | HSSA | Transition Support Service | Strategic Momentum Group | 6 Torrens St, Annerley Qld 4103 | P Burrow, W Clarke, T Scoble, P Gwizdzala, L Cavanagh, M Byrne, B Kingston, S Bell | No | Matter of Urgency | 26/09/2012 | 26/09/2012 | 1/11/2012 | Support services associated with implementing the whole of government reform priorities | Kerry Duffy | 148,210.00 | 148,690.00 | | 148,690.00 |
| 2011-12 | DoH | SPP | Recruitment of Health Service Chief Executives | Talent Partners | Level 35, Central Plaza 1, 345 Queen Street | Peter Gibson | Yes | N/A | 5/01/2012 | 5/12/2012 | 30/06/2012 | Executive search and recruitment services for Health Service Chief Executive Officers | Donna Russel | 331,500.00 | 195,500.00 | | 195,500.00 |
| 2008-09 | DoH | HIB | Sunshine Coast University Hospital Project | Thinc Health Australia | GPO Box 10214 Brisbane Q 4001 | Andrew Bott | No | Consultancy considered most suitable due to previous involvement in the project. | 9/06/2009 | 19/01/2009 | 31/12/2013 | Provision of clinical planning and FF&E advisory services to the SCUH project. | Anita Womersley L6 - 200 Adelaide St, Brisbane 3006 2844 | 1,392,910.00 | | 159,939.58 | 159,939.58 |
| 2012-13 | DoH | HIB | RCH Site Investigations Project | Thomson Adsett | 124 Robertson Street, Fortitude Valley Q 4006 | Don marshall Nic Hughan Yvonne Lim Kristy Anderson | No | Short timeframe for project & company had previously undertaken a detailed technical assessment of options for the RCH site. | 19/09/2012 | 1/10/2012 | 30/11/2012 | Master-Planning and Technical advice for the Royal Children's Hospital Site Investigations Project | Anita Womersley L6 - 200 Adelaide St, Brisbane 3006 2844 | 105,020.00 | 78,429.09 | | 78,429.09 |
| 2012-13 | DoH | HIB | Sunshine Coast University Hospital Project | ThreePlus | 15 Cordelia Street, South Brisbane Q 4101 | Barton Green Tania Stibbe Naomi Eastin Megan Houston Robert Allan | No | The request to confine tenders to Three Plus was driven by the need to avoid openly advertising tenders at a sensitive time in the procurement of SCUH, the fact that Three Plus's key competitor in the market for infrastructure and PPP related communications expertise was acting for a bidder for SCUH and that Three Plus have a Director level resource based in Nambour with directly relevant experience on projects of this nature. Approval granted DG (BR054511) on 22/06/2012 | 27/06/2012 | 1/07/2012 | 31/06/2013 | Provides communications services to the SCUH Project | Anita Womersley L6 - 200 Adelaide St, Brisbane 3006 2844 | 386,780.00 | | 286,123.76 | 286,123.76 |
| 2011-12 | DoH | HIB | Target Operating Model for HPID - Program Management Office | Turner & Townsend Pty Ltd | Level 3, 179 Turbot Street Brisbane QLD 4000 | Chris Anstead & Phil Morrissey | No | Due to the genuine urgency requirement to provide a review and assessment of the HPID roles, responsibilities and functions are at an optimal level for the National Reform transition from 1 July 2012. | 22/05/2012 | 5/07/2012 | 31/08/2012 | To provide a review and assessment of the HPID division. To ensure key functions of the HPID roles, responsibilities and functions are at an optimal level for the National Health Reform Transition from 1 July 2012 | Christine Crain or Leesa Wallace - Level 6 Anzac Square Building, 200 Adelaide Street, (07) 3006 2820 | 292,636.30 | 282,340.00 | N/A | 282,340.00 |
| 2012-13 | DoH | HIB | Sunshine Coast University Hospital Project | Umow Lai | Level 4, 10 Yarra St, South Yarra Vic 3104 | Elizabeth Coe Garry Powerll Andrew Jenkinson Brian McDonnell Silvia Misuraca Graeme Smith Anthony Marklunk Sean Wooster Patrick Leung Glenn Garnham Matthew Douglas Hewshott Intelligent Risks | No | Approval was granted to confine the tender as continuity of advisers from the procurement phase was desirable. | 20/09/2012 | 24/09/2012 | 31/03/2017 | Provide Engineering / ICT / ESD advisory services to the SCUH Project team. | Anita Womersley L6 - 200 Adelaide St, Brisbane 3006 2844 | 2,416,493.00 | | 569,237.69 | 569,237.69 |
| 2012-13 | DoH | HSSA | Change and Transition Communication Management | Warren Clarke Consulting | | Warren Clarke | | | 25/09/2012 | 25/09/2012 | 1/11/2012 | HSSA urgently required the expertise resources without delaying to provide support in the implementation of the transition program. | Kerry Duffy | 22,500.00 | 56,250.00 | | 56,250.00 |
| | DoH | HSSA | | Warren Clarke Consulting | | | | | 15/06/2013 | | | | Kathy Byrne | 12,000.00 | 12,000.00 | | 12,000.00 |

| Financial year consultant is engaged | Health Service District or DoH | Organisational Unit Name | Name of project the consultant is engaged for | Consultant's organisation Name | Consultant's organisation address | Name of consultant | Consultancy publicly advertised? | Reasons for not advertising | Agreement Date DD/MM/YY | Commencement Date DD/MM/YY | Termination Date DD/MM/YY | Brief description of project and reasons for engaging the consultant | QH Contact Officer (Name, Address and Telephone) | Agreed value | Expense | Capitalised | Total |
|---|---|-----------------------------|--|-----------------------------------|--|--|--|---|-------------------------------|----------------------------------|---------------------------------|--|---|--------------|---------|-------------|------------|
| 2012-13 | DoH | HIB | Sunshine Coast University Hospital Project | Wood & Grieve | Level 2 15 Leichardt Street Spring Hill Q 4000 | Michael Prior Mike Brice Alex Saunders Martin O'Connor Grant Thornton Ant McGrath | No | Approval was granted to confine the tender as continuity of advisers from the procurement phase was desirable. | 20/09/2012 | 24/09/2012 | 31/03/2017 | Provide technical advisory engineering services to the SCUH project team. | Anita Womersley L6 - 200 Adelaide St, Brisbane 3006 2844 | 2,026,643.45 | | 358,052.50 | 358,052.50 |

CONSULTANCY AGREEMENTS - Hospital and Health Services
1 June 2012 to 30 June 2013

| Name of HHS | Financial year in which Consultancy was first | Consultant's details (Organisation/ Vendor | Consultant's details (Organisation/ Vendor | Consultancy publicly advised (Yes or No) | Date of Agreement | Date of Commencement | Date of Termination | Brief description of projects and reasons for consultancy | Details of officer overseeing project (Name, Business Address and Telephone) | Agreed value: direct costs incurred/levied by consultant | Agreed value | Total 2012-13 financial year expenditure (GST | 2012-13 capitalised expenditure (GST | 2011-12 expenditure total (GST excl.) | 2011-12 capitalised expenditure (GST excl.) | Outstanding |
|------------------------------|---|---|---|--|-------------------|----------------------|------------------------|---|---|--|----------------------------|---|--------------------------------------|---------------------------------------|---|-------------|
| Cairns HHS | N/A - no consultancies | | | | | | | | | | | | | | | |
| Cape York HHS | 2012-13 | Ernst and Young | 1 Eagle Street, Waterfront Place, Brisbane, QLD4000 | No | 6/11/2012 | 29/10/2012 | 21-Dec-12 | Organisational Review and Redesign | Cape York HHS CE Susan Turner, William McCormack Pl, Sheridan St Cairns | \$150,000 | \$175,000 | 177,283 | 0 | 0 | 0 | 15,000 |
| Cape York HHS | 2012-13 | Maven Australia Pty Ltd | PO Box 1331L, VIC 3001 - Level 1 Maven House 125 | No | 23/03/2012 | 21/03/2012 | 30/06/2012 | Cost Savings Strategies/Value management Proposal | Cape York HHS CE Susan Turner, William McCormack Pl, Sheridan St Cairns | \$28,500 | \$33,000 | 31,440 | 0 | 0 | 0 | 0 |
| Central Queensland HHS | 2012/13 | Ernst & Young | | No | 6-Feb-13 | 6-Feb-13 | | Assurance Planning and Internal Audit Establishment | Nik Fokas, COHHS, 49207016 | 150,000.00 | | \$145,977.60 | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| Central Queensland HHS | 2012/13 | Ernst & Young | | No | 6-Feb-13 | 6-Feb-13 | | Organisation Development Support and Workforce Planning | Nik Fokas, COHHS, 49207017 | 135,000.00 | | \$133,484.64 | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| Central Queensland HHS | 2012/13 | Rowland Pty Ltd | | No | 13-Dec-12 | 13-Dec-13 | | Reputation Management and Internal Communication Strategy Gladstone Hospital | Maree Geraghty, COHHS, 49206282 | 265,915.00 | \$ | 201,573.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| Central Queensland HHS | 2012/13 | Rowland Pty Ltd | | No | 21-Dec-13 | 21-Dec-13 | | Community Consultation and Future Directions Paper Moura Hospital | Maree Geraghty, COHHS, 49206283 | 15,300.00 | \$ | 76,891.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| Central West HHS | 2012/13 | Paxton Partners Pty Ltd | Level 2, 448 St Kilda Road Melbourne Vic 3004 | No | 26/11/2012 | 26/11/2012 | 22/01/2013 | Financial sustainability assessment | Michel Lok 169 Eagle Street | \$ 7,810.00 | \$ 9,818.54 | \$ 9,818.54 | 0 | 0 | 0 | 0 |
| Central West HHS | 2012/13 | Carramar Consulting | Unit 8, 220 Boundary Street Spring Hill Qld 4000 | No | 29/04/2013 | 13/05/2013 | 31/07/2013 | Provided advice on infrastructure and maintenance strategies | Michel Lok 169 Eagle Street | \$ 56,000.00 | \$ 60,000.00 | \$ 56,000.00 | \$ - | 0 | 0 | \$ 4,000.00 |
| Central West HHS | 2012/13 | ArkAeon Pty Ltd | GPO Box 1302 Brisbane Qld 4001 | No | 3/12/2012 | 3/12/2012 | 30/06/2013 | Provided advice on financial controls, procedures and structure | Melissa Schroffel 169 Eagle Street | \$ 37,125.00 | \$ 39,454.54 | \$ 39,454.54 | 0 | 0 | 0 | 0 |
| Children's Health Queensland | 2012/13 | University of Queensland | School of Social Work and Social Services | Yes | 15/06/2012 | Jul-12 | Nov-12 | Engage Miriam Locke to teach Professional Practice Portfolio for Social Work during Semester 2 (10 weeks) | Jennifer Crimmins, Executive Director, RCH | \$7,600.00 | \$7,600.00 | \$7,600.00 | | | | Nil |
| Children's Health Queensland | 2012/13 | University of Queensland | St Lucia QLD 4072 | Yes | 19/02/2012 | 1/09/2012 | 30/06/2013 | Provision of tele-paediatric services for the 2012/13 financial year | Craig Kennedy, Operations Manager, Division of Medicine and Oncology | \$257,867.50 | \$257,867.50 | \$257,867.50 | | | | Nil |
| Children's Health Queensland | 2012/13 | Pricewaterhouse Coopers | GPO Box 150 Brisbane Q 4001 | Yes | 8/08/2012 | 8/08/2012 | 10/12/2012 | Establishment of Internal Audit function and integrated risk mgt framework | Deb Miller, A/Executive Director OSM 3636 6602 | \$30,000.00 | \$30,000.00 | \$20,000.00 | | | | Nil |
| Children's Health Queensland | 2012/13 | Pricewaterhouse Coopers | GPO Box 150 Brisbane Q 4001 | Yes | 8/08/2012 | 8/08/2012 | 10/12/2012 | Establishment of Internal Audit function and integrated risk mgt framework | Deb Miller, A/Executive Director OSM 3636 6602 | \$30,000.00 | \$30,000.00 | \$40,000.00 | | | | Nil |
| Children's Health Queensland | 2012/13 | University of Queensland | St Lucia QLD 4072 | Yes | 15/04/2013 | 15/04/2013 | 30/06/2013 | Undertake a comprehensive evaluation of the Good Start program for Pacific Islander and Maori children. Evaluation will ascertain the | Carmel Perrett, Executive Director Allied Health and Community Services 3636 7435 | \$150,000.00 | \$150,000.00 | \$100,000.00 | | | | Nil |
| Children's Health Queensland | 2012/13 | Ernst & Young | 111 Eagle St Brisbane Q 4000 | Yes | 4/04/2013 | 18/03/2013 | 30/06/2013 | Delivery of an internal audit plan | Deb Miller, A/Executive Director OSM 3636 6602 | \$174,000.00 | \$174,000.00 | \$113,028.30 | | | | Nil |
| Children's Health Queensland | 2012/13 | Arena Organisational Consultants Pty Ltd | 17 Kimmond St Wavell Heights Q 4012 | Yes | 2/10/2012 | 2/10/2012 | | Engage Gary Uhlmann to implement the workforce reduction strategies within CHO | Loretta Seamer, Chief Finance Officer, 36366605 | \$255,024.00 | \$255,024.00 | \$255,024.00 | | | | Nil |
| Children's Health Queensland | 2012/13 | Business Aspect | PO Box 641 Spring Hill QLD 4004 | Yes | 1/02/2013 | 1/02/2013 | 30/06/2013 | Business Analysis for release one of the iEMR project RCH | Sue McKee, General Manager Operations, 3636 8262 | \$170,568.00 | \$170,568.00 | \$170,568.00 | | | | |
| Darling Downs HHS | 2012-13 | Ernst and Young | 111 Eagle Street BRISBANE QLD 4000 | No | 3/08/2012 | 27/08/2012 | 28/09/2013 | To provide a baseline financial diagnostic assessment of the Darling Downs Hospital and health Service and to report on the scale of | Scott McConnel - CFO Jofre, Baillie Henderson Hospital | \$90,000 (plus expenses) Approved variation of \$22,500 | | \$ 118,174 | 0 | 0 | 0 | 0 |
| Gold Coast | 2011/2012 | Leadership Health Services | 121 Brent Road, Bunjuren Qld 4310 | No | 03-Nov-11 | 14-Nov-11 | 02-Mar-12 | Review of Oral Health | Adrian Nowitzke, CEO | - | 55,000.00 | 16,500.00 | - | 38,500.00 | - | - |
| Gold Coast | 2012/2013 | Deloitte | PO Box 1463, Brisbane, Qld, 4000 | | 27-Mar-12 | | | GCUH Scenario Analysis | Trevor Saunders, CFO | - | 66,975.00 | 52,635.43 | - | - | - | 14,339.57 |
| Gold Coast | 2012/2013 | Deloitte | PO Box 1463, Brisbane, Qld, 4000 | | 03-Aug-12 | | | GCUH Scenario Analysis extension | Trevor Saunders, CFO | - | 27,954.00 | 29,718.80 | - | - | - | 1,764.80 |
| Gold Coast | 2012/2013 | Deloitte | PO Box 1463, Brisbane, Qld, 4000 | | | | | GCUH Scenario Analysis | Trevor Saunders, CFO | | | 21,379.69 | - | - | - | 21,379.69 |
| Gold Coast | 2012/2013 | Deloitte | PO Box 1463, Brisbane, Qld, 4000 | | | | | Engagement 406574 Consultancy services for development of Site Specific Grant | Trevor Saunders, CFO | | | 15,362.75 | | | - | 15,362.75 |
| Gold Coast | 2012/2013 | Value Based Health Services | Bridgewaterhouse Cenury Park, Casplan Rd Altrincham | | 24-Oct-12 | 24-Oct-12 | 07-Dec-12 | Review of GCHHS Situation Analysis | Ron Calvert, CE | | 81,000.00 | 81,000.00 | | | | - |
| Gold Coast | 2012/2013 | Value Based Health Services | Bridgewaterhouse Cenury Park, Casplan Rd Altrincham | | 07-Jan-13 | 07-Jan-13 | 18-Jan-13 | Supplementary report to Situations Analysis - NEAT/NEST database analysis and Leadership/Developmental Seminars | Ron Calvert, CE | | 30,000.00 | 30,000.00 | | | | - |
| Gold Coast | 2012/2013 | Value Based Health Services | Bridgewaterhouse Cenury Park, Casplan Rd Altrincham | | 25-Feb-13 | 25-Feb-13 | 15-Mar-13 | Supplementary report to Situation Analysis - access time improvement, information systems and developing integrated care | Ron Calvert, CE | | 38,000.00 | 38,000.00 | | | | - |
| Gold Coast | 2012/2013 | Value Based Health Services | Bridgewaterhouse Cenury Park, Casplan Rd Altrincham | | | | | Transformational change framework - Web based reporting, Integrated Care & Access improvement | Ron Calvert, CE | | 44,000.00 | 44,000.00 | - | - | - | - |
| Gold Coast | 2012/2013 | Pricewaterhouse Coopers | GPO Box 150, Brisbane, Qld, 4001 | No | 27-Mar-13 | 27-Mar-13 | 12-Apr-13 | Organisational Review | Ron Calvert, CE | 2,500.00 | 153,900.00 | 155,210.76 | | | | 1,189.24 |
| Gold Coast | 2012/2013 | Quality Directions Aust | 22 Tivoli Rd, South Yarra, VIC, 3141 | | 27-Mar-13 | Apr-13 | Apr-13 | Clinical Governance Review | Ron Calvert, CE | | 27,442.35 | 27,442.35 | | | | - |
| Gold Coast | 2012/2013 | Talent 2 | PO Box 1516, North Sydney NSW, 2059 | No | 22-Apr-13 | 22-Apr-13 | 26-Apr-13 | GCHHS Executive Restructure | Ron Calvert, CE | 12,500.00 | 12,500.00 | 12,500.00 | - | - | - | 12,500.00 |
| Gold Coast | 2012/2013 | Pricewaterhouse Coopers | GPO Box 150, Brisbane, Qld, 4001 | | 09-Nov-12 | 09-Nov-12 | 19-Nov-12 | PHASE 1 GCUH Private Provision Options | Naomi Dwyer, ED Organisation Development | | 117,862.00 | 119,038.52 | | | - | 1,176.52 |
| Gold Coast | 2012/13 | Pricewaterhouse Coopers | GPO Box 150, Brisbane, Qld, 4001 | | 27-Mar-13 | 12-Feb-13 | ongoing | PHASE 2 Radiation Oncology Tender and Latent Capacity Tender | Naomi Dwyer, ED Organisation Development | | 413,775.00 | 439,421.27 | | | - | 25,646.27 |
| Gold Coast | 2012/13 | Pricewaterhouse Coopers | GPO Box 150, Brisbane, Qld, 4001 | | 21-Feb-13 | 01-Mar-13 | 14-Mar-13 | Review of Pharmacy management and supply of | Naomi Dwyer, ED Organisation Development | | 16,542.00 | 16,537.00 | | | | 5.00 |
| Gold Coast | 2012/12013 | Effective Governance | 3/16 McDougall St, Milton QLD 4064 | | 05-Nov-12 | 12-Nov-12 | 28-Jun-13 | Strategic Workshops and Board Review | Ron Calvert, CE | | 49,500.00 | 51,241.16 | | | - | 1,741.16 |
| Gold Coast | 2012/12013 | Effective Governance | 3/16 McDougall St, Milton QLD 4064 | | 05-Dec-12 | 14-Dec-12 | 28-Feb-12 | Strategy planning workshops | Ron Calvert, CE | | 30,093.75 | 39,468.02 | | | - | 9,374.27 |
| Gold Coast | 2012/2013 | Jonny Taitz | Royal North Shore Hospital Pacific Highway, St | | 21-Nov-12 | 26-Nov-12 | 01-Dec-12 | GCHHS Clinical Governance Review | Naomi Dwyer, ED Organisation Development | | 9,000.00 | 9,173.27 | | | - | 173.27 |
| Gold Coast | 2012/2013 | UHY Haines Norton | GPO Box 2876 Brisbane Qld 4001 | | 15-Nov-12 | 22-Nov-12 | 28-Feb-13 | Probity Advice re Radiation Therapy Cancer Services options review & Latent Capacity GCUH | Naomi Dwyer, ED Organisation Development | | 60,500 | 50,571.82 | | | | 9,928.18 |
| Gold Coast | 2012/2013 | Ingham Institute for Applied Medical Research | 1 Campbell St, Liverpool NSW 2170 | | 28-Feb-13 | 25-Feb-13 | 25-Jun-13 | Consultancy Services from Michael Barton | Naomi Dwyer, ED Organisation Development | | \$3500 per day | - | - | - | - | |
| Gold Coast | 2012/2013 | Freshfield Propriety Limited | PO Box 485 Roseville NSW 2069 | | 06-May-13 | May 2013 | subject to PPP process | Technical expertise and advice on outsourcing, contestability and the emangement of opportunities and risks associated with PPP from Mr | Naomi Dwyer, ED Organisation Development | | \$2,500.00 up to 20,000.00 | - | - | - | - | |
| Mackay HHS | NA - no consultancies | | | | | | | | | | | | | | | |
| Metro North HHS | 2011/12 | Deloitte Touche Tohmatsu | Riverside Centre Level 25 | No | 29/06/2012 | 4/06/2012 | 30/10/2012 | Engagement No: 371217 Assist in the development of purchasing framework project plans and | Martin Heads Chief Financial Officer | | \$449,744.00 | \$417,518.02 | \$0.00 | \$52,294.11 | \$0.00 | -20,068.13 |
| Metro North HHS | 2012/13 | Deloitte Touche Tohmatsu | Riverside Centre Level 25 | No | 6/08/2012 | 6/08/2012 | 30/09/2012 | Engagement No. 391222 To complete a volume and financial analysis of Sub Acute care | Martin Heads Chief Financial Officer | | \$47,371.00 | \$50,152.07 | \$0.00 | \$0.00 | \$0.00 | -2,781.07 |
| Metro North HHS | 2012/13 | Deloitte Touche Tohmatsu | Riverside Centre Level 25 | No | 9/11/2012 | 30/10/2012 | 30/11/2012 | Engagement No: 403764 Analyse following priority areas on behalf of MNHHSf for | Kerry Mahon Chief Operation Officer | | \$109,035.00 | \$115,632.34 | \$0.00 | \$0.00 | \$0.00 | -6,597.34 |
| Metro North HHS | 2012/13 | Deloitte Touche Tohmatsu | Riverside Centre Level 25 | No | 9/08/2012 | 15/07/2012 | 30/09/2012 | Engagement No. 392373 To provide accounting advice and guidelines for the management of | Martin Heads Chief Financial Officer | | \$65,790.00 | \$46,723.95 | \$0.00 | \$0.00 | \$0.00 | 19,066.05 |
| Metro North HHS | 2012/13 | Deloitte Touche Tohmatsu | Riverside Centre Level 25 | No | 28/02/2012 | 20/02/2012 | 30/04/2012 | Engagement No. 386007 To complete a risk assessment of the purchasing framework for | Martin Heads Chief Financial Officer | | \$61,493.00 | \$12,990.23 | \$0.00 | \$0.00 | \$0.00 | 48,502.77 |

| Name of HHS | Financial year in which Consultancy was first | Consultant's details (Organisation/ Vendor | Consultant's details (Organisation/ Vendor | Consultancy publicly advised (Yes or No) | Date of Agreement | Date of Commencement | Date of Termination | Brief description of projects and reasons for consultancy | Details of officer overseeing project (Name, Business Address and Telephone) | Agreed value: direct costs incurred/levied by consultant | Agreed value | Total 2012-13 financial year expenditure (GST | 2012-13 capitalised expenditure (GST | 2011-12 expenditure total (GST excl.) | 2011-12 capitalised expenditure (GST excl.) | Outstanding |
|--------------------------------------|---|--|--|---|-------------------|----------------------|---------------------|---|---|--|---------------|---|--------------------------------------|---------------------------------------|---|---------------|
| Metro North HHS | 2012/13 | Deloitte Touche Tohmatsu | Riverside Centre Level 25 | No | 29/11/2012 | 26/11/2012 | 31/12/2012 | Engagement No: 405526 Assist the RBWH to inform the budget process for 2013-14 through | David Alcorn Chief Executive Officer | | \$175,875.00 | \$114,618.75 | \$0.00 | \$0.00 | \$0.00 | 61,256.25 |
| Metro North HHS | 2011/12 | INNIS Partnerships | 58 Finsbury Street NEWMARKET | No | 1/03/2012 | | | Engagement No: Discovery interviews to capture clinician experiences of delivering | Zarina Khan Team Leader | | \$25,500.00 | \$451.00 | \$0.00 | \$22,958.70 | \$0.00 | 2,090.30 |
| Metro North HHS | 2011/12 | KPMG Financial Advisory Services | Riparian Plaza Level 16 | No | 8/09/2011 | 29/08/2011 | 29/08/2011 | Engagement No: RBWH Butterfield Car park Review. | Kelly Favaloro Manager Strategy & Efficiency Unit | | \$150,756.00 | \$112,334.54 | \$0.00 | \$33,931.84 | \$0.00 | 4,489.62 |
| Metro North HHS | 2012/13 | KPMG Financial Advisory Services | Riparian Plaza Level 16 | No | 29/10/2012 | 5/11/2012 | 31/03/2013 | Engagement No: Undertake an analysis of current financial and operational | Keith Love Director Governance | | \$228,000.00 | \$242,615.00 | \$0.00 | \$0.00 | \$0.00 | -14,615.00 |
| Metro North HHS | 2012/13 | Deloitte Touche Tohmatsu | Riverside Centre Level 25 | No | 25/06/2012 | 26/06/2012 | 31/07/2012 | Engagement No: 388027 To complete an independent costing of the children's emergency | Martin Heads Chief Financial Officer | | \$34,500.00 | \$36,410.00 | \$0.00 | \$0.00 | \$0.00 | -1,910.00 |
| Metro North HHS | 2012/13 | Deloitte Touche Tohmatsu | Riverside Centre Level 25 | No | 23/01/2013 | 17/12/2012 | 31/03/2013 | Engagement No: 406932 Analyses the costs and benefits of responses to achieve the NEST | Kerrie Mahon Chief Operations Officer | | \$146,340.00 | \$105,941.01 | \$0.00 | \$0.00 | \$0.00 | 40,398.99 |
| Metro North HHS | 2012/13 | Deloitte Touche Tohmatsu | Riverside Centre Level 25 | No | 26/04/2013 | 19/04/2013 | 24/05/2013 | Engagement No: 412735 Provide review of HIV Services provided by the Metro North Hospital | Kerrie Mahon Chief Executive Officer | | \$134,202.00 | \$84,547.26 | \$0.00 | \$0.00 | \$0.00 | 49,654.74 |
| Metro North HHS | 2012/13 | Deloitte Touche Tohmatsu | Riverside Centre Level 25 | No | 8/04/2013 | 6/03/2013 | 30/08/2013 | Engagement No: 410298 Provide Project Management 2013/14 Budget Build | Kerrie Mahon Chief Executive Officer | | \$191,332.00 | \$148,004.02 | \$0.00 | \$0.00 | \$0.00 | 43,327.98 |
| Metro South HHS | 2012 - 2013 | Healthcare Management Advisors | 107 Fergie St. Fitzroy North, Victoria | | 15/10/2012 | 12/11/2012 | 31/03/2013 | This is to plan for the future delivery of safe and sustainable public health services in the Brisbane South-West area by developing the | Kirsten Smith Project Manager | \$154,500.00 | \$169,950.00 | \$108,150.90 | | \$ 246,238.00 | | \$ 105,378.00 |
| Metro South HHS | 2012 - 2013 | PricewaterhouseCoopers | 123 Eagle St, Brisbane QLD 4000 | | 29/01/2013 | 10/12/2013 | 18/02/2013 | Reviewing Metro South's Finance Function, including the current organisation structure to provide all of services efficiently and | Alister Whitta Acting Chief Financial Officer Metro | \$98,625.00 | \$108,488.00 | \$99,998.00 | | \$ 69,947.01 | | \$ - |
| Metro South HHS | 2012-2013 | Ernst & Young | | | | | | Metro South Health Readiness Assessment | Kay Toshach Executive Director, Organisational | | | \$71,500.00 | | | | \$ 3,202.28 |
| Metro South HHS | 2012 - 2013 | Paxton Partners | Level 2, 448 Kilda road, Melbourne, Victoria 3004 | | 19/03/2013 | Mar-13 | Apr-13 | Reviewing Metro South HHS financial forecasts and finance function to provide an independent analysis of the achievability of current and | Alister Whitta Acting Chief Financial Officer Metro | \$31,273.00 | \$34,400.00 | \$32,119.29 | 0 | 0 | 0 | 0 |
| Metro South HHS | 2012 - 2013 | Calvert & Ewan | 635 Lawrence Hargrave Drive, Wombarra, NSW 2515 | | 6/02/2013 | Feb-13 | Mar-13 | Providing consultancy services for the review of Education, Training and Professional Development Functions of Metro South Health. | Kay Toshach Executive Director, Organisational | \$22,000.00 | \$24,200.00 | \$30,573.07 | - | 0 | 0 | 0 |
| Metro South HHS | 2012 - 2013 | Susan C Young | 532 West Road, Coominya, QLD 4311 | | 11/02/2013 | Feb-13 | Mar-13 | Providing consultancy services for the review of Education, Training and Professional Development Functions of Metro South Health. | Kay Toshach Executive Director, Organisational | \$22,000.00 | \$24,200.00 | \$28,000.00 | 0 | 0 | 0 | 0 |
| Metro South HHS | 2012 - 2013 | Prominence | PO Box 99, Taigum, QLD 4018 | | | Jan-13 | Feb-13 | Providing consultancy services to develop a Performance Management Framework for the Board, its members and | Kay Toshach Executive Director, Organisational | \$24,000.00 | \$26,400.00 | \$27,000.00 | | | | |
| Metro South HHS | 2012 - 2013 | Australian Healthcare & Hospital Association | PO Box 78, Deakin West, ACT 2600 | | | | | No contract | Kay Toshach Executive Director, Organisational | | | \$21,000.00 | | | | |
| Metro South HHS | 2012-2013 | Thinc | | | | | | Providing consultancy for planning South West Corridor facility requirements | Kay Toshach Executive Director, Organisational | | | \$26,627.00 | | | | |
| North West HHS | 2012-2013 | Sylvia Chapman | 8DO, level 18, 300 Queen St Brisbane | | Jul-12 | 1/08/2012 | 30/09/2012 | Finance and Audit review | Sylvia Chapman | | | 45762.5 | | | | |
| North West HHS | 2012-2013 | Australian Healthcare Associates | Locked bag,32005 Collins St Ease VIC 8003 | | Apr-12 | 24/04/2012 | ongoing | Quality, Safety and Risk Review | Jo Lacy | | | 24893.95 | | | | |
| North West HHS | 2012-2013 | Herron Todd White | | | | | | Tropicare Villas Valuation Report | | | | 7400 | | | | |
| North West HHS | 2012-2013 | Davis Langdon | | | | | | 2012-13 Buildings Valuation Report | | | | 65670 | | | | |
| South West HHS | | | | | | | | Health Service Planning | Aspek Consulting, Melbourne Vic, (03)94190006 | 129,605.79 | 129,605.79 | 129,605.79 | 0 | 0 | 0 | 96,804.00 |
| Sunshine Coast HHS | 2011-12 | Decision Point Consulting Pty Ltd | PO Box 16083 CITY EAST QLD 4002 | Yes | Jul-11 | 1/07/2011 | 28/02/2014 | Development of a strategic ICT business case (2011) and analysis of ICT procurement options paper for SCUH | Erin Rallton / Scott Lisle - Sunshine Coast University Hospital Project, Ground Floor, | \$ 359,216.00 | \$ 359,216.00 | 7600 | | | | |
| Sunshine Coast HHS | 2011-12 | Deloitte Touche Tohmatsu Consulting | PO Box 1463 BRISBANE QLD 4001 (Level 25/26 | No | Jan-12 | 13/02/2012 | 31/12/2012 | Develop ICT investment plan to identify cashable benefits of the Strategic ICT business case developed by Decision Point above. | Scott Lisle/Mark Wilde, Executive Project Director, Health Planning and Infrastructure | \$ 69,947.01 | \$ 69,947.01 | | | | | |
| Sunshine Coast HHS | 2012-13 | Price Waterhouse Coopers | GPO Box 2650 SYDNEY NSW 1171 DX77 Sydney | No | Jan-13 | 1/02/2013 | 30/04/2013 | Review of People & Culture Function | K Hegarty HSCE Ph: 54706605 | \$ 85,000.00 | \$ 85,000.00 | \$ 81,797.72 | | | | |
| Torres Strait Northern Peninsula HHS | 2013 | Health Insight NSW PTY LTD | 4 Bellevue Street Kogarah NSW 2217 | No | 27/09/2013 | 1/10/2013 | 30/06/2013 | HHS readiness assessment | Mike Wallace, Health Insight NSW PTY LTD 0408 288 352 | \$2,400 PER DAY | UP TO 150,000 | 15,600 | | | | |
| Torres Strait Northern Peninsula HHS | 2013 | Paxton Partners | Level 2, 448 St Kilda Road, Melbourne, Vic 3004 | No | 4/04/2013 | 15/04/2013 | 30/06/2013 | Review of Primary Health Services | Julian Maiolo | 58,563 | | 100,000 | | | | |
| Torres Strait Northern Peninsula HHS | 2012 | Barbara Schmidt & Associates P/L | PO Box 63M Manunda Qld 4870 | No | 16/11/2011 | 14/11/2011 | 6/04/2012** | Torres Model of Care | Barbara Schmidt | 157, 960 | | 87,500 | | | | |
| Townsville HHS | 2012-13 | Pricewaterhouse Cooper | GPO Box 150, Brisbane QLD 4001 | Panel 160 | 19/06/2012 | 19/06/2012 | 30/07/2012 | Consultancy Agreement - Reform Readiness for Transition to Hospital and Health Service. Townsville (includes variation 1 | Andrew Johnson a/DCEO,TTH | \$ 147,510.00 | \$ 147,510.00 | \$ 157,527.74 | | | | \$0 |
| Townsville HHS | 2012-13 | Pricewaterhouse Coopers | GPO Box 150, Brisbane QLD 4001 | Panel 160 | 23/07/2012 | 23/07/2012 | 3/08/2012 | To consult on the development of Governance Frameworks, Financial Management planning, Audit Framework for Townsville | Karen Roach, Interim DCEO THHS | \$101,795 | \$101,795 | \$101,795 | | | | |
| Townsville HHS | 2012-13 | Tracey Silvester | 3 Austin Street, Wavell Heights QLD 4012 | Proposal received from Tracey Silvester who has | 1/10/2012 | 1/10/2012 | 30/11/2012 | Provision of model of care for Sub Acute Care, Townsville HHS | Vivian Blake, a/Chief Operating Officer, THHS | \$12,568 | \$12,568 | \$12,568 | | | | |
| Townsville HHS | 2012-13 | Carramar Consulting | Unit 8, 220 Boundary Street, Spring Hill QLD 4000 | Type 4 procurement delegation due to urgency | 5/11/2012 | 5/11/2012 | 31/01/2013 | Regional Birthing Options (phase 1) and Strategic Plan (Phase 2), THHS | Karen Roach, Interim DCEO THHS | \$109,268 | \$109,268 | \$106,827 | | | | |
| Townsville HHS | 2012-13 | Barbara Schmidt & Associates P/L | PO Box 63 M, Manunda QLD 4870 | Sole capable source of supply situation | 13/06/2012 | 13/06/2012 | 17/12/2012 | Review of Joyce Palmer Health Services Palm Island | Richard Glenn, Operations Director TTH | \$129, 858 | \$129,858 | \$129,858 | | | | |
| Townsville HHS | 2012-13 | Pricewaterhouse Cooper | GPO Box 150, Brisbane QLD 4001 | Panel 160 | 30/05/2013 | 1/05/2013 | 30/06/2013 | Review and develop baseline budget for FY14 | Karen Roach, Interim DCEO THHS | \$191,383 | \$191,383 | \$191,383 | | | | |
| Townsville HHS | 2012-13 | Pricewaterhouse Cooper | GPO Box 150, Brisbane QLD 4001 | Panel 160 | 24/08/2012 | 20/08/2012 | 31/08/2012 | To consult on the development of Governance Frameworks, Indicators, Strategic Plans for Townsville Hospital & Health Service | Karen Roach, Interim DCEO THHS | \$148,102 | \$148,102 | \$148,102 | | | | |
| Townsville HHS | 2012-13 | Pricewaterhouse Cooper | GPO Box 150, Brisbane QLD 4001 | Panel 160 | 24/08/2012 | 20/08/2012 | 31/08/2012 | To consult on the development of Organisational Structure, budget process and ICT planning for the Townsville Hospital and Health | Karen Roach, Interim DCEO THHS | \$148,684 | \$148,684 | \$148,684 | | | | |
| West Moreton HHS | 2012-2013 | Carramar Consultants Pty Ltd | Carramar Consultants Pty Ltd, | NO | 11/12/2012 | 16/11/2012 | 14/12/2012 | Review planning and provide advice for the outsourcing of public activity to a new facility proposed for Springfield | Linda Hardy, Executive Director Clinical Operations 3810 1884 | 24,552.00 | 24,552.00 | 18,200.00 | | | | |
| West Moreton HHS | 2012-2013 | Ernst & Young | Ernst & Young 680 George Street, Sydney | NO | 6/11/2012 | 12/11/2012 | 21/12/2012 | HR function review & design to define the core services of HR function, the model for service delivery, and the required capability | Alan Milward, Acting Executive Director Workforce 3810 1885 | 109,560.00 | 109,560.00 | 102,716.93 | | | | |
| West Moreton HHS | 2012-2013 | Ernst & Young | Ernst & Young 680 George Street, Sydney | NO | 6/11/2012 | 12/11/2012 | 21/12/2012 | HR Advisory Services under Rohan Barrett (Senior Manager) - Extension to above consultancy | Alan Milward, Acting Executive Director Workforce 3810 1885 | 16,000.00 | 16,000.00 | 16,000.00 | | | | |
| West Moreton HHS | 2012-2013 | Prominence Pty Ltd | Prominence Pty Ltd, PO Box 66, Taigum Qld | NO | 6/02/2013 | 5/02/2013 | 19/02/2013 | To provide Strategic and Communication facilitators to the WMHHS for the 2013 Strategic Planning forum. | Linda Hardy, Executive Director Clinical Operations 3810 1884 | 10,450.00 | 10,450.00 | 9,500.00 | | | | |
| West Moreton HHS | 2012-2013 | Ernst & Young | Ernst & Young 680 George Street, Sydney | NO | 26/09/2012 | 2/10/2012 | 30/10/2012 | Relation to the establishment of the internal audit and risk management function as per the engagement agreement 26 | Lynne Kieran, Principal Internal Auditor 3810 1305, Lynette Gill, HHS Financial Readiness | 38,169.48 | 38,169.48 | 38,169.48 | | | | |
| West Moreton HHS | 2012-2013 | Paxton Partners | Paxton Partners Level 2, 448 St Kilda Road, | NO | 5/12/2012 | 1/02/2013 | 1/05/2013 | Benchmarking exercise for Victoria, Queensland and New South Wales | Sharon Kelly, Executive Director - Mental Health 3271 8538 | 32,072.24 | 32,072.24 | 32,072.24 | | | | |
| West Moreton HHS | 2012-2013 | Ernst & Young | Ernst & Young 680 George Street, Sydney | NO | 28/11/2012 | 4/02/2013 | 18/04/2013 | Addendum 28/11/12 to agreement 26/9/12 to the establishment of internal audit function, the consultant was engaged to assist with | Linda Hardy, Executive Director Clinical Operations 3810 1884 | 60,000.00 | 60,000.00 | 60,000.00 | | | | |
| West Moreton HHS | 2012-2013 | Ernst & Young | Ernst & Young 680 George Street, Sydney | NO | 4/03/2013 | 4/03/2013 | 5/06/2013 | Interim Fee for professional services to West Moreton HHS Rapid Capability Assessment (Readiness Assessment) | Linda Hardy, Executive Director Clinical Operations 3810 1884 | 18,750.00 | 18,750.00 | 18,750.00 | | | | |
| West Moreton HHS | 2012-2013 | Ernst & Young | Ernst & Young 680 George Street, Sydney | NO | 4/03/2013 | 4/03/2013 | 5/06/2013 | Interim Fee for professional services to West Moreton HHS Rapid Capability Assessment (this component sourced from DoH) | Linda Hardy, Executive Director Clinical Operations 3810 1884 | 18,750.00 | 18,750.00 | 18,750.00 | | | | |
| West Moreton HHS | 2012-2013 | Renoir Consulting (Aust) Pty Ltd | Renoir Consulting (Aust) Pty Ltd | NO | - | 3/06/2013 | 21/06/2013 | Analysis Fees (WMA772) | Lesley Dwyer Health Service Chief Executive 3810 1126 | 99,000.00 | 99,000.00 | 99,000.00 | | | | |
| West Moreton HHS | 2012-2013 | Thinc Health Aust | Thinc Health Aust, Level 7, 333 Ann Street, Brisbane Qld | NO | 4/03/2013 | 4/03/2013 | 13/05/2013 | WM and MSHHS Service Needs Planning - professional fees | Linda Hardy, Executive Director Clinical Operations 3810 1884 | 49,880.48 | 49,880.48 | 49,880.48 | | | | |
| West Moreton HHS | 2012-2013 | Thinc Health Aust | Thinc Health Aust, Level 7, 333 Ann Street, Brisbane Qld | NO | 4/03/2013 | 4/03/2013 | 13/05/2013 | WM and MSHHS Services Needs Planning - reimburse accommodation, meals, airfares | Linda Hardy, Executive Director Clinical Operations 3810 1884 | 53,255.38 | 53,255.38 | 53,255.38 | | | | |

| Name of HHS | Financial year in which Consultancy was first | Consultant's details (Organisation/ Vendor | Consultant's details (Organisation/ Vendor | Consultancy publicly advised (Yes or No) | Date of Agreement | Date of Commencement | Date of Termination | Brief description of projects and reasons for consultancy | Details of officer overseeing project (Name, Business Address and Telephone) | Agreed value: direct costs incurred/levied by consultant | Agreed value | Total 2012-13 financial year expenditure (GST | 2012-13 capitalised expenditure (GST | 2011-12 expenditure total (GST excl) | 2011-12 capitalised expenditure (GST excl) | Outstanding |
|------------------|---|--|--|--|-------------------|----------------------|---------------------|---|--|--|--------------|---|--------------------------------------|--------------------------------------|--|-------------|
| West Moreton HHS | 2012-2013 | Rowdy PR | Rowdy PR, 6 Hibiscus Street, Everton | NO | N/A | 1/11/2013 | 1/05/2013 | Barrett Adolescent Centre project plan which formed bases of communications | Laurence McDowell, Business Manager, The Park | 17,020.00 | 17,020.00 | 17,020.00 | | | | |
| Wide Bay HHS | 2012/2013 | Garry White | Garry White, 12 Hawke Close, Nuneaton | Advised to WBHHS staff. | 1/11/2012 | 10/12/2012 | Feb-13 | Reviews of financial management capacity and capability and clinical redesign strategic alignment, capacity and capability across | Adrian Pennington, Chief Executive - WBHHS | \$48,000 | \$48,000 | \$48,000 | - | - | - | - |

HEALTH AND COMMUNITY SERVICES COMMITTEE

2013 ESTIMATES PRE-HEARING

QUESTION ON NOTICE

No. 8

THE HEALTH AND COMMUNITY SERVICES COMMITTEE ASKED THE MINISTER FOR HEALTH (Mr SPRINGBORG)—

QUESTION:

How many public beds will be available at the time of opening and also 12 months after opening, of the Gold Coast University Hospital, including beds for mental health, rehabilitation and day surgery?

ANSWER:

The current 454 overnight beds at the Gold Coast Hospital will relocate to Gold Coast University Hospital (GCUH). This includes adult and children's services as well as mental health and rehabilitation. In addition, the day surgery activity currently located at the SurgiCentre will relocate to GCUH.

There will be 750 overnight beds available at GCUH to service the long term needs of the community. By the end of the 2013/14 financial year, it is anticipated that the number of overnight beds will increase in line with the provision of activity purchased in the 2013/14 Service Agreement. The service has anticipated that up to 511 overnight beds may be required to be open in 2013/14.

This will primarily include:

- the opening of Cardiac Surgery with related ward and intensive care beds and interventional cardiology activity;
- establishment of a full neonatal service including growth in neonatal cots, paediatric medicine, surgery and children's critical care, and maternity beds and delivery suites;
- cancer ward beds to support the establishment of the radiation oncology service, with additional chemotherapy delivery chairs;
- Medical, surgical and intensive care beds to support the growth through the emergency department of critical and trauma patients, with rehabilitation to support that service; and
- mental health beds to provide inpatient care in support of community services.

The 2014/15 Service Agreement is not yet finalised but it is anticipated that it will include the full year effect of the beds opened in 2013/14 and growth in beds in line with the population requirements.

Recognising there will be latent bed capacity within the GCUH the Gold Coast Hospital and Health Service have released an Expression of Interest (EOI) to the market for Private Sector utilisation of up to 156 overnight beds and other space such as offices and ambulatory clinics pending demand necessitating public sector use. An outcome of that EOI process is anticipated by late 2013.

HEALTH AND COMMUNITY SERVICES COMMITTEE

2013 ESTIMATES PRE-HEARING

QUESTION ON NOTICE

No. 9

THE HEALTH AND COMMUNITY SERVICES COMMITTEE ASKED THE MINISTER FOR HEALTH (Mr SPRINGBORG)—

QUESTION:

When will elective joint replacement surgery re-commence in Queensland hospitals. Which hospitals will not be re-commencing joint replacement surgery from 01 July 2013?

ANSWER:

As at 1 July 2013 there were no restrictions on the delivery of orthopaedic joint replacement surgery within Hospital and Health Services.

Wide Bay Hospital and Health Service, The Prince Charles Hospital and Toowoomba Hospital are currently undertaking additional orthopaedic joint surgery as a result of improved cost efficiencies achieved within the Hospital and Health Service.

Mater Health Services is undertaking additional orthopaedic joint surgery for the Princess Alexandra Hospital as a result of additional funding provided through the Surgery Connect Program.

As at 1 August 2013 (following staff recruitment) the Princess Alexandra Hospital will initially increase the amount of orthopaedic joint replacement surgery performed per month to compensate for the reduction in joint replacement surgery between January – June 2013.

Metro South Hospital and Health Service has reviewed the volume of orthopaedic joint replacement surgery required in 2013/14 and will redistribute flow to enable decreased waiting times. The Princess Alexandra Hospital will perform 150 lower limb joint replacement surgeries annually, the Queen Elizabeth II Jubilee Hospital will perform 50 lower limb joint replacement surgeries per month (previously 25 per month) and the Logan Hospital will perform 20 orthopaedic joint replacement surgeries per month.

HEALTH AND COMMUNITY SERVICES COMMITTEE

2013 ESTIMATES PRE-HEARING

QUESTION ON NOTICE

No. 10

THE HEALTH AND COMMUNITY SERVICES COMMITTEE ASKED THE MINISTER FOR HEALTH (Mr SPRINGBORG)—

QUESTION:

What steps have been taken in Queensland hospitals to address the sterilisation procedures of all water used in the hospitals, in particular what chlorination procedures have been undertaken to ensure all water taken in is sterile?

ANSWER:

Potable water is supplied to Queensland hospitals by one of two ways: from a town water supply or, where there is no access to a town water supply, via an on-site water supply. The safety of town water supplies is subject to regulation under the *Water Supply (Safety and Reliability) Act 2008* and the *Public Health Act 2005*.

The key requirement of these two pieces of legislation is to develop a Drinking Water Quality Management Plan. The Drinking Water Quality Management Plans must adopt a proactive, risk management framework with regards to ensuring the safety of the water supplied to the community, an approach consistent with the Australian Drinking Water Guidelines. The approach is not prescriptive in terms of treatment or management practices but the water supplier must be able to demonstrate there are controls in place to remove any contamination of the source water and to prevent recontamination as the water is supplied to its customers, including hospitals.

Conventional water treatment processes include filtration to remove particles from water and disinfection for killing organisms that may cause illness. In Queensland drinking water service providers primarily use chlorination for disinfection. This process typically results in a residual level of disinfectant remaining in the water supply such that the treated water cannot easily become re-contaminated in the distribution network – that is, as it is supplied to the customer.

Because Queensland's drinking water supplies are already regulated to ensure safety, our hospitals do not need to undertake any further treatment of incoming water supplies for the majority of their patients. However, there may be instances where water of an

extremely high quality is required in small quantities for specialised processes such as renal dialysis. Also, for certain surgical procedures such as wound irrigation, pre-packaged 'sterile' water is also required.

In instances where hospitals are served by on-site supplies, such as rainwater tanks or bores, the hospital management must take precautions to ensure that the water supply does not constitute a risk to patients, staff or visitors. This may include employing various treatment processes, but each hospital served by these private water supplies makes that decision based on their individual circumstances.

Concern regarding water supplies in hospitals has attracted a lot of attention over the past few weeks due to the recent outbreak of Legionnaires disease, a rare pneumonia-type illness, attributed to the water supply at the Brisbane Wesley Hospital. In response to the Wesley incident, I requested that all Queensland public and private hospitals test their water supplies for *Legionella* bacteria. This testing program is primarily seeking to ensure that heated water systems within hospitals are being managed appropriately. The greatest risk for *Legionella* multiplication in a water supply within any building typically arises within cooling towers and where heated water is stored or is allowed to sit at a temperature favourable to *Legionella* growth.

Indeed, the *Legionella* sampling program currently being undertaken within Queensland hospitals has detected the presence of the bacteria at a number of locations. The location of all detections has been made public via a special website which is being updated by the Department of Health on a weekly basis.

At this point I should note that it is important to remember that the presence of *Legionella* bacteria within a water system does not equate to a health risk for patients, staff or visitors. Many strains of the naturally occurring *Legionella* bacteria do not cause disease. The transmission of *Legionella* is dependent on a number of factors and disease surveillance suggests that instances of hospital-acquired Legionnaires disease are very rare.

Where detections of *Legionella* in Queensland hospitals have been identified through water testing remedial actions have immediately been initiated. Typically these include:

- the isolation of the detection site to prevent exposure;
- hot water flushing and/or chemical disinfection of the implicated pipework to eliminate the bacteria;
- the disinfection or replacement of water outlets such as taps and showerheads; and
- re-sampling to confirm elimination of the bacteria prior to recommencing use of the outlet.

Where chemical disinfection has been used to eliminate *Legionella* bacteria this typically involves the addition of chlorine to the water at the facility, and the circulation of that water throughout all affected plumbing. Both the hot water flushing and additional chemical disinfection are currently only performed in response to these detections.

Finally I might add that to reassure the public of the safety of water supplies in Queensland hospitals I have ordered a full review to investigate and make recommendations in relation to the emergence of cases of Legionnaires disease in Queensland at the Wesley Hospital and to examine the broader implications for the prevention and management of *Legionella* in Queensland hospitals. This review should be finalised by 30 September 2013.

HEALTH AND COMMUNITY SERVICES COMMITTEE

2013 ESTIMATES PRE-HEARING

QUESTION ON NOTICE

No. 11

THE HEALTH AND COMMUNITY SERVICES COMMITTEE ASKED THE MINISTER FOR HEALTH (Mr SPRINGBORG)—

QUESTION:

With reference to the Budget Highlight - Backlog maintenance outlined on pages 6-7 of the SDS, can the Minister provide an outline of the projects to be funded under this initiative, including the facility name, brief description on the maintenance works to be undertaken and the projected commencement date?

ANSWER:

The Backlog Maintenance Remediation Program has been established to address the \$327 million backlog maintenance liability.

The funding will be used to address approximately 5000 outstanding maintenance issues in health facilities across the State over a four year period. The primary focus of the funding will be directed towards issues in health care facilities in regional, rural and remote parts of the State, but it will also address outstanding issues in metropolitan areas.

This funding will be used to repair and replace major infrastructure items such as air conditioning systems, power supply, passenger lifts, roof repairs, ward and bathroom refurbishments, replace ageing floor coverings and enable an extensive repainting program to be undertaken at many hospitals.

Funding has been allocated to Hospital and Health Services based on the extent of their backlog maintenance listed in the backlog maintenance register as at 31 December 2012. The allocations are shown in the table below:

| Hospital and Health Service | Total Backlog Maintenance Allocation (\$'000) |
|----------------------------------|---|
| Cairns and Hinterland | 13,375 |
| Cape York | 4,708 |
| Central Queensland | 9,345 |
| Central West | 5,824 |
| Children's Health Services | 763 |
| Darling Downs | 50,591 |
| Gold Coast | 631 |
| Mackay | 6,634 |
| Metro North | 65,087 |
| Metro South | 67,108 |
| North West | 5,515 |
| South West | 7,100 |
| Sunshine Coast | 6,175 |
| Torres Strait-Northern Peninsula | 31,587 |
| Townsville | 17,190 |
| West Moreton | 19,933 |
| Wide Bay | 12,771 |
| Health Service Support Agency | 2,490 |
| Grand Total | 326,827 |

Some examples illustrating the type of work being undertaken as part of this program include the following:

- a. Commencing this year, the South West Hospital and Health Service will replace the vinyl flooring in the Mitchell hospital, replace the floor and wall tiles throughout the St George Hospital and the patient bathrooms in the Augathella Hospital will be refurbished.
- b. The Central Queensland Hospital and Health Service will replace roof sheeting on the Blackwater Hospital while the emergency power system will be replaced and repairs made to the passenger lifts at the Gladstone Hospital.
- c. The Cairns and Hinterland Hospital and Health Services will replace the ageing air conditioning system at the Innisfail Hospital and internal wall and ceiling repairs will be undertaken prior to the repainting of the Mossman Multipurpose Health Centre.

HEALTH AND COMMUNITY SERVICES COMMITTEE

2013 ESTIMATES PRE-HEARING

QUESTION ON NOTICE

No. 12

THE HEALTH AND COMMUNITY SERVICES COMMITTEE ASKED THE MINISTER FOR HEALTH
(Mr SPRINGBORG)—

QUESTION:

With reference to the Budget Highlight - Rural Telehealth Service outlined on page 7 of the SDS, can the Minister outline the enhanced telehealth services to be funded under this initiative, including the facility name and the projected commencement date?

ANSWER:

To improve health equity and support rural and remote Queenslanders to live longer, healthier and more independent lives, the Government is implementing a new Rural Telehealth Service as outlined in the Blueprint for Better Healthcare in Queensland.

The Government has approved funding of \$30.9 million over four years to establish the Rural Telehealth Service to enhance telehealth models of care, improve access to specialist consultation and provide emergency management advice and support across the state with an emphasis on improving access to clinical services in rural and remote communities.

These services will provide unprecedented access to a new generation of safe and sustainable care for residents in small, rural or remote communities for the very first time. A staged implementation of the Rural Telehealth Service will be progressed and will include a rollout commencement across six trial sites during the third quarter of the 2013-14 financial year.

HEALTH AND COMMUNITY SERVICES COMMITTEE

2013 ESTIMATES PRE-HEARING

QUESTION ON NOTICE

No. 13

THE HEALTH AND COMMUNITY SERVICES COMMITTEE ASKED THE MINISTER FOR HEALTH (Mr SPRINGBORG)—

QUESTION:

With reference to the Budget Highlight - Revitalisation of regional, rural and remote services outlined on page 7 of the SDS, can the Minister those projects being funded under this initiative, including the facility name, a brief description of the project and the projected commencement date?

ANSWER:

As part of revitalisation of regional, rural and remote services and to address the specific service delivery challenges for the health sector in non-metropolitan areas, the Government has approved funding of \$51.9 million over four years, commencing in 2013-2014, to enable better access to health care services for Queenslanders in regional, rural and remote communities. Projects being funded under this initiative will include:

- enhanced outpatient and primary health care models, delivering safe and sustainable care with a focus on mental health, chronic disease and emergency care; and
- delivery of enhanced outreach services including ambulatory care, specialist consultations, planned procedures and health information through a multidisciplinary care model.

In 2013-2014, funding will support projects at Chinchilla Health Service, St George Hospital, Charleville Hospital, Moura Community Hospital, Alpha Multipurpose Health Service, Atherton Hospital and Eidsvold Health Service.

The Department is commencing preliminary planning work with each of the relevant Hospital and Health Services during July 2013 to ensure enhanced services are operational and available in a timely way. Details of the projects, including project commencement dates, are yet to be finalised. It is anticipated work on projects will commence from September 2013.

This initiative is separate to the Rural Telehealth Service which is being established to further improve access to health services and eliminate extended waiting times for treatment.

HEALTH AND COMMUNITY SERVICES COMMITTEE

2013 ESTIMATES PRE-HEARING

QUESTION ON NOTICE

No. 14

THE HEALTH AND COMMUNITY SERVICES COMMITTEE ASKED THE MINISTER FOR HEALTH (Mr SPRINGBORG)—

QUESTION:

Analysis of the operating budget seems to indicate Queensland Health actually managed to balance its books this year, and furthermore, as outlined in footnote 4 on page 13 of the SDS, some \$150m is to carried over into 2013-14 for additional activity by HHS's. Can the Minister advise what activities he sees this \$150m being allocated towards?

ANSWER:

Approximately \$150 million has been identified to support the funding of additional activity and incentive payments to reward best practice care, in 2013-14. This funding is new in 2013-14 not a carry forward from previous years. This is in addition to the funding already allocated to the Hospital and Health Services. The additional funding will support:

- quality improvement payments for Hospital and Health Services to reward improvements in elective and emergency surgery and emergency department access, and to incentivise best practice across a range of identified clinical areas including stroke unit care;
- the Healthcare Innovation Fund. The fund has been established to invest in innovation, with a focus on maximising the potential to deliver exceptional improvement in the healthcare system by driving the use of innovative service models which are able to deliver better care at lower cost. All Hospital and Health services have been invited to submit proposals to the fund;
- specified developments including additional paediatric beds within Metro North Hospital and Health Service and developments to support elective surgery and emergency department activity in Metro South Hospital and Health Service; and
- the In-Year Activity Pool which will act as a contingency fund to support unexpected in year variations in activity for high cost, low volume services for example transplantations, high cost home care patients, and severe burns.

All of the funding will be provided in full to the Hospital and Health Services throughout 2013-14 to support frontline healthcare services.

HEALTH AND COMMUNITY SERVICES COMMITTEE

2013 ESTIMATES PRE-HEARING

QUESTION ON NOTICE

No. 15

THE HEALTH AND COMMUNITY SERVICES COMMITTEE ASKED THE MINISTER FOR HEALTH (Mr SPRINGBORG)—

QUESTION:

Can the Minister please advise on the current status of the new Minor Trauma Centre in Kallangur.

ANSWER:

The new Minor Trauma Centre in Kallangur provides a bulk billing medical service staffed by a multidisciplinary team. The Centre also provides an extended hours service.

I draw your attention to the Blueprint for better healthcare in Queensland, which outlines structural and cultural improvements to establish Queensland as the leader in Australian healthcare. Improving health partnerships and enhancing coordination with the primary healthcare sector are key outcomes of health sector reform.

Government has committed to developing closer working relationships between General Practitioners (GPs) and the hospital system. This Centre is an excellent example of the private sector taking part of the burden off hospitals. It is estimated that about 30 per cent of people in our hospital emergency departments are likely to be more suited to treatment in GP clinics. I am informed that the Minor Trauma Centre in Kallangur is also servicing an unmet need in the community, for people that wouldn't necessarily attend hospital Emergency Departments, but who may not have access to, or be able to afford a GP.

I can advise that there has been a small decrease in Category 5 (lowest level) presentations to Emergency Departments within the Metro North Hospital and Health Service since the new Minor Trauma Centre in Kallangur opened, which is a welcome outcome, although there is no defined link between the small decrease in Category 5 presentations and services provided by the Minor Trauma Centre. The Hospital and Health Services will continue working closely with their Medicare Locals and other local service providers to develop better partnerships with health services in the community such as Minor Trauma Centres.

I am pleased that centres such as these are becoming a bigger part of community healthcare, this is an example of my Government's commitment to providing Queenslanders with value in health services through public, private and not-for-profit partnerships to improve the healthcare system to meet the needs and choices of Queenslanders.

HEALTH AND COMMUNITY SERVICES COMMITTEE

2013 ESTIMATES PRE-HEARING

QUESTION ON NOTICE

No. 16

THE HEALTH AND COMMUNITY SERVICES COMMITTEE ASKED THE MINISTER FOR HEALTH (Mr SPRINGBORG) —

QUESTION:

Can the Minister please provide a break-down by HHS of the impact of reductions in Commonwealth Government funding for the 2012-13 financial year, as well as for the 2013-14 and 2014-15 financial years?

ANSWER:

The Commonwealth's *2012-13 Mid-Year Fiscal and Economic Outlook* advised that Queensland would receive less National Health Reform (NHR) funding than originally announced in the 2012-2013 Federal Budget. Queensland received \$63 million less NHR funding in 2012-2013 and the 2011-2012 payments for the National Healthcare Specific Purpose Payments were also retrospectively reduced by \$40 million (non recurrently), resulting in a total reduction in funding in 2012-2013 of \$103.43 million.

Table 1: Impact of this funding reduction on Hospital and Health Services (HHS) budgets

| Hospital and Health Service | Reduction \$M |
|-----------------------------------|------------------|
| Cairns and Hinterland | 6.52 |
| Cape York | 0.85 |
| Central Queensland | 4.81 |
| Central West | 0.58 |
| Children's Health Queensland | 3.35 |
| Darling Downs | 6.12 |
| Gold Coast | 9.22 |
| Mackay | 3.17 |
| Metro North | 22.47 |
| Metro South | 18.76 |
| Mt Isa | 1.45 |
| South West | 1.22 |
| Sunshine Coast | 7.03 |
| Torres Strait-Northern Peninsula | 0.92 |
| Townsville | 7.79 |
| West Moreton | 4.27 |
| Wide Bay | 4.91 |
| Total Reduction in 2012-13 | 103.43 |

The 2012-2013 Mid-Year Fiscal and Economic Outlook (October 2012) also included reductions in National Health Reform (NHR) Funding compared to the 2012-2013 Federal Budget of \$89 million in 2013-2014 and \$93 million in 2014-2015.

Subsequently, in the 2013-2014 Federal Budget (May 2013) these reductions were increased to \$98 million and \$138 million respectively. Total NHR funding to Queensland Health as outlined in the 2013-2014 Commonwealth budget papers is identified in the table below. The outcome for 2014-2015 will depend on the level of public hospital activity and decisions by the Independent Hospital Pricing Authority on the National Efficient Price, and is hence difficult to project at this stage.

Total Federal funding to Queensland will decrease by \$489.9 million between 2012-2013 and 2015-2016 compared to the 2012-2013 Commonwealth budget. The decreases are primarily related to reductions in National Health Reform Funding.

Table 2: Commonwealth Health Funding to Queensland Government

| | | 2012-13 | 2013-14 | 2014-15 | 2015-16 | |
|---|--|---------|---------|---------|-----------|---------|
| Previous | 2012-13 Commonwealth Budget | | | | | |
| | 2012-13 NHR Funding | 2,724.0 | 2,929.4 | 3,267.6 | 3,634.9 | |
| | NPP's | 479.0 | 453.5 | 230.8 | 166.7 | |
| | TOTAL | 3,203.0 | 3,382.9 | 3,498.4 | 3,801.6 | |
| Previous | 2012-13 Mid-Year Economic and Fiscal Outlook | | | | | |
| | 2012-13 MYEFO NHR Funding | 2,660.7 | 2,839.9 | 3,174.4 | 3539.1 | |
| | NPP's | 452.6 | 419.7 | 224.3 | 223.11 | |
| | TOTAL | 3,113.3 | 3,259.6 | 3,398.7 | 3,762.21 | |
| Current | 2013-14 Commonwealth Budget | | | | | |
| | 2013-14 NHR Funding | 2,660.7 | 2,831.3 | 3,130.0 | 3,457.3 | |
| | NPP's | 437.9 | 424.1 | 262.8 | 191.88 | |
| | TOTAL | 3,098.6 | 3,255.4 | 3,392.8 | 3,649.179 | |
| Difference (2012-13 Budget to 2013-14 Budget) | | -104.4 | -127.5 | -105.6 | -152.4 | - 489.9 |

National Health Reform Funding

| | | | | |
|--|-------|-------|--------|--------|
| Difference (2012-13 NHR Budget to 2012-13 NHR MYEFO) | -63.3 | -89.5 | -93.2 | -95.8 |
| Difference (2012-13 NHR Budget to 2013-14 NHR Budget) | -63.3 | -98.1 | -137.6 | -177.6 |

HEALTH AND COMMUNITY SERVICES COMMITTEE

2013 ESTIMATES PRE-HEARING

QUESTION ON NOTICE

No. 17

THE HEALTH AND COMMUNITY SERVICES COMMITTEE ASKED THE MINISTER FOR HEALTH (Mr SPRINGBORG)—

QUESTION:

What was the total value of overpayments recovered from Queensland Health employees over the 2012-13 financial year, and what is the current outstanding balance of taxpayer funds in overpayments made to Queensland Health employees?

ANSWER:

Throughout the course of the 2012-13 financial year, \$18.5 million in overpayments was repaid by current or former Queensland Health staff. This is a significant amount and I want to thank each staff member who has taken steps to resolve their overpayment.

Almost 8,000 staff have entered into a repayment plan or have indicated an intention to repay since the beginning of the 2012-13 financial year. This means that there is a projected \$6.4 million to be progressively recovered from these agreed repayment plans.

A critical activity to reduce the current outstanding balance was the pay date change in October 2012. Moving the pay date to 10 days after the close of the roster period instead of three days has more than halved the number of new overpayments that are identified each pay.

Another key initiative to reduce the current outstanding balance is the introduction of automated repayments from July 2013. This will reduce further growth in the outstanding balance and allow case managers to focus on resolving existing overpayments with current and former Queensland Health staff. Once automated repayments is implemented for all of Queensland Health, by November 2013, the department anticipates that approximately 70% of the new overpayments that are identified each pay will be fully recovered within six pay periods.

Additionally, a number of other changes have been introduced to make it easier for staff to resolve their overpayments. More than 24,000 staff can now view a summary of their overpayments online at any time, and will soon be able to self-nominate a repayment plan—as they would in managing any other finances electronically. This feature will be extended

to all staff by November 2013. Following recent legislative changes, it is now possible for staff to authorise repayment plans over the phone, rather than needing to take additional steps to complete a form. Importantly, the new legislation also means that any overpayment that remains outstanding when a staff member leaves the department will be recovered from their separation pay.

As at the end of the financial year, \$97.7 million remains outstanding and ongoing efforts will continue to recover these funds.

HEALTH AND COMMUNITY SERVICES COMMITTEE

2013 ESTIMATES PRE-HEARING

QUESTION ON NOTICE

No. 18

THE HEALTH AND COMMUNITY SERVICES COMMITTEE ASKED THE MINISTER FOR HEALTH (Mr SPRINGBORG)—

QUESTION:

Can the Minister advise of any new initiatives been put in place to recover over-paid monies to Queensland Health and what steps have been put in place in order to reduce the rate at which such Queensland Health over-payments occur?

ANSWER:

Since March 2012, significant steps have been taken, not only to recover overpayments but to prevent their occurrence.

In relation to recovery, a major milestone has been the introduction of automated repayments. This will apply to new overpayments and will reduce further growth in the outstanding overpayments balance. Implementation of automated repayments commenced in July and will continue in stages throughout the rest of the year.

Additionally, a number of changes have been introduced to make it easier for staff to resolve their overpayments. More than 24,000 staff can now view a summary of their overpayments online at any time, and will soon be able to self-nominate a repayment plan—as they would in managing any other finances electronically. This feature will be extended to all staff by November 2013. Following recent legislative changes, it is now possible for staff to authorise repayment plans over the phone, rather than needing to take additional steps to complete a form. Importantly, the new legislation also means that any overpayment that remains outstanding when a staff member leaves the department will be recovered from their separation pay.

In relation to preventing overpayments, the pay date change in October 2012 successfully moved the pay date to 10 days after the close of the roster period instead of three days, allowing more time to submit, approve and process payroll forms before the pay run starts. This greatly reduced the number and value of new overpayments that occur and the number of ad-hoc payments needing to be made.

The majority of overpayments are now caused by late forms, and significant efforts have focused on tackling this underlying issue. Strong action was taken to stop the submission of forms older than three months and a targeted Forms and Rosters Challenge was initiated in April 2012 to encourage staff to submit payroll forms on time. Additionally, a project is currently underway to give line managers visibility of rosters – which will enable them to correct any inaccuracies and therefore prevent overpayments. This will be rolled out to key groups of line managers throughout the rest of the year and into 2014, with an initial focus on nursing staff.

All of this has meant that the number of overpayments has dropped by more than 60% in the past year, from \$1.7m per fortnight at June 2012 to \$0.66m for the last pay period in 2012-13.

HEALTH AND COMMUNITY SERVICES COMMITTEE

2013 ESTIMATES PRE-HEARING

QUESTION ON NOTICE

No. 19

THE HEALTH AND COMMUNITY SERVICES COMMITTEE ASKED THE MINISTER FOR HEALTH (Mr SPRINGBORG)—

QUESTION:

Can the Minister please advise the detail in relation to the paediatric beds at the Redlands Hospital?

ANSWER:

Paediatric services provided by Redland Hospital include:

- Neonatal service—special care nursery (six beds);
- Paediatrics inpatient service (general paediatrics ward) (six beds); and
- Children's ambulatory including general paediatric clinics, developmental paediatric clinics and paediatric respiratory clinic.

In addition, Redland Hospital Paediatric Department liaises with other services that provide care to infants, children and adolescents. These services include:

- Child Health and School nurses;
- Paediatric Allied Health Services, Redland and Wynnum Health Service Centres;
- Paediatric Respiratory Educators, Redland Health Service Centre;
- Child Youth Mental Health Service, Redlands;
- Departments of Emergency Medicine, Redland and Wynnum Hospitals;
- Tertiary Units within Mater and Royal Children's Hospitals (eventually QCH);
- Child Protection Unit, Mater Children's Hospital; and
- Logan Hospital as a part of Metro South Health Women's and Children's stream.

Furthermore, capital works associated with the redevelopment of paediatric services at Redland Hospital were completed on time and under budget in September 2012. The additional capacity added through this redevelopment (with approved variations) includes:

- a dedicated paediatric waiting and treatment area in the Emergency Department, including four treatment spaces;
- expansion of the adult Short Stay Unit from five to 10 beds;
- dedicated mental health assessment and treatment area in the Emergency Department;
- refurbishment and expansion of the paediatric ward from current six to 11 beds; and

- a new multi-disciplinary paediatric outpatient wing, including four additional paediatric consulting rooms.

From 1 July 2013, Metro South Health identified \$537,000 of recurrent funding to open the Paediatric Treatment area in the Emergency Department. This will facilitate the area opening seven days per week. Opening hours will be aligned with peak demand for paediatric emergency services.

The other areas of the redevelopment are yet to be commissioned.

Questions taken on Notice at Hearing and Responses

HEALTH AND COMMUNITY SERVICES COMMITTEE

2013 ESTIMATES

HEARING QUESTION ON NOTICE

No. 1

Hansard Ref: Page 9

MS PALASZCZUK ASKED THE MINISTER FOR HEALTH (Mr SPRINGBORG)—

QUESTION:

In relation to the Metro North Hospital and Health Service, how many nurses received a letter about possible dismissal?

ANSWER:

The Graduate Nurse Supported Practice Unit will provide an opportunity for the Metro North Hospital and Health Service to employ 140 graduate nurses to ensure the long term viability of Metro North's nursing workforce. It will also enable these graduate nurses to develop skills to further their professional development.

I can confirm that 3,490 Nurses were sent the letter in question. I acknowledge that the initial letter was poorly worded. However, a second version of the letter was sent confirming that no forced redundancies would occur. I am advised that as of 24 July 2013, 224 nurses have already expressed interest in a voluntary redundancy.

Failure to employ the 140 graduate nurses within the Metro North Hospital and Health Service will jeopardise the ongoing sustainability of safe quality care being provided by expert professional nurses. I commend the Metro North Hospital and Health Service on their efforts to ensure the future viability of their nursing workforce, and the opportunity they are providing for graduate nurses entering the workforce.

HEALTH AND COMMUNITY SERVICES COMMITTEE

2013 ESTIMATES

HEARING QUESTION ON NOTICE

No. 2

Hansard Ref: Page 19

MRS MILLER ASKED THE MINISTER FOR HEALTH (Mr SPRINGBORG)—

QUESTION:

Would the Minister provide the whole salary packages which includes phones, cars et cetera for everyone in his staff?

ANSWER:

As at 30 June 2013, the total number of staff in the Office of the Minister for Health was 8.5 Ministerial FTEs plus 3 FTEs as Departmental positions.

I am advised that in the office of Labor's previous Minister for Health, Geoff Wilson, there were 15.6 FTEs plus 3 FTEs as Departmental positions.

Salary packaging for each Ministerial staffer in the Office of the Minister for Health as at 30 June was:

| | |
|-----------------------------|--------|
| Chief of Staff | SES3.1 |
| Principal Policy Advisor | SO3 |
| Principal Media Advisor | SO3 |
| Principal Advisor (0.5 FTE) | SO3 |
| Senior Advisor | A08/1 |
| Advisor | A07/1 |
| Personal Assistant | A05/4 |
| Office Manager | A05/2 |
| Driver/Assistant | O.03 |

The office is provided with one vehicle.

HEALTH AND COMMUNITY SERVICES COMMITTEE

2013 ESTIMATES

HEARING QUESTION ON NOTICE

No. 3

Hansard Ref: Page 24

DR DOUGLAS ASKED THE MINISTER FOR HEALTH (Mr SPRINGBORG)—

QUESTION:

Is the Minister aware of any comparative efficiency studies between private and public hospitals for equivalent patients in Queensland?

Would the Minister list those ones that are being investigated?

ANSWER:

Queensland Health is aware of some efficiency studies for comparable patients in private and public hospitals specific to Queensland.

In 2010, the Productivity Commission presented a paper to the Australian Conference of Economists titled 'Measuring the technical efficiency of public and private hospitals in Australia'. This was the first study of its kind nationally. The study found that 'on average, for-profit and public contract hospitals were estimated to be more efficient than public and not-for-profit private hospitals, in terms of their potential to increase output for a given set of inputs. However, for-profit, not-for-profit and public hospitals were found to be similarly efficient with respect to their potential to economise on input use for a given level of output'. The paper also acknowledged a number of data limitations which, if addressed, could produce more accurate estimation results.

This paper also summarises the few multivariate studies of hospital efficiency in Australia and reports the findings of those studies indicate that:

- for-profit private hospitals are more technically efficient than not-for-profit private hospitals (Webster, Kennedy and Johnson 1998)
- metropolitan public acute hospitals are more technically efficient than smaller rural hospitals (SCRCSSP 1997; Wang and Mahmood 2000a)
- private hospitals give rise to better health outcomes than public hospitals (Chua, Palangkaraya and Yong 2008).

It is clear from this study that each case needs to be considered on its merits.

As outlined in the Blueprint for Better Healthcare, public sector health services will be exposed to contestability.

Contestability is a process of reviewing the delivery of our services, to ensure all Queenslanders receive value for money services, when and where they need them, for generations to come. It encourages innovation and smarter thinking and focuses on building partnerships to improve access to and economic efficiency of public services, for all Queenslanders.

Queensland Health has started to look at new innovative approaches to service delivery, however we have not yet completed our analysis to be able to present the findings.

HEALTH AND COMMUNITY SERVICES COMMITTEE

2013 ESTIMATES

HEARING QUESTION ON NOTICE

No. 4

Hansard Ref: Page 50

MRS MILLER ASKED THE MINISTER FOR HEALTH (Mr SPRINGBORG)—

QUESTION:

Can the Minister explain why a patient admitted to the Ipswich Hospital could not be provided renal dialysis services and why her partner was required to administer this procedure in the hospital with consumables brought from their home?

Do you have clinically qualified staff rostered on the week-ends to administer renal dialysis?

ANSWER:

Based on the information provided, Queensland Health has been unable to identify the particular case referred to by the Member. If the Member would like to provide further information to my office, I would be happy to have the matter further investigated.

Ipswich Hospital has qualified renal dialysis nurses rostered on every weekend in line with the operating hours of the renal service.

There is further capability through the intensive care unit for renal dialysis needs outside of these hours.

Ipswich Hospital is also linked with Princess Alexandra Hospital through a network of services to provide skills as expertise as required.

HEALTH AND COMMUNITY SERVICES COMMITTEE

2013 ESTIMATES

HEARING QUESTION ON NOTICE

No. 5

Hansard Ref: Page 50

MRS MILLER ASKED THE MINISTER FOR HEALTH (Mr SPRINGBORG)—

QUESTION:

Is the Minister aware his government has abolished the position of the social worker clinical specialist supporting burns patients in the intensive care unit at the Royal Brisbane Hospital?

Is the Minister aware this dedicated staff member was advised of their fate by email last Thursday?

ANSWER:

The Metro North Hospital and Health Service allied health workforce is currently being remodelled. This includes refocussing some positions, and creating new positions to ensure the needs of patients are met. This change is fundamental to providing both the sustainability and flexibility needed in a contemporary health service. I can confirm that a number of allied health positions within the Royal Brisbane and Women's Hospital are affected by the changes, including a Specialist Burns/ICU Social Worker.

Through this restructuring process, the Specialist Burns/ICU Social Worker HP5 position is being substituted with a HP4 position. The service will continue to be provided to this area by a social worker with appropriate specialist skills.

All changes made to date have been planned not only to ensure correct consideration of patient and service needs, but to also comply with industrial obligations. Metro North recognises that these changes are challenging and has provided necessary supports to assist staff to deal with change. Staff affected, including the staff member in question, have been offered the opportunity to take a redundancy or to deploy to vacancies in other areas of Metro North.

The social worker in question was informed of the organisational change affecting her position through an individual meeting on Thursday, 18 July 2013. She was invited to attend a meeting regarding the organisational change in advance of the announcement to the wider staff group. She was unavailable for the first meeting offered and attended a subsequent meeting with her Union Organiser in attendance. The wider staff group were informed of the organisational change after these individual staff meetings.

Metro North is committed to providing high quality and sustainable health care to the people it serves. This means finding opportunities to redesign current services to provide value to taxpayers without compromising high quality patient care, ensuring that the right person is delivering the right care, in the right place, at the right time. Metro North's priority is and will remain to provide safe, high quality and responsible health care services to patients.