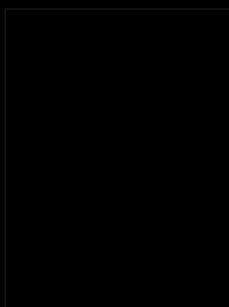




Scott McMullen
Executive Director
Corporate Services



Overview

Corporate Services provides a diverse range of non-clinical support services that are critical components in the smooth and efficient operation of RBWH.

Corporate Services at RBWH are recognised throughout Queensland Health for a high level of professionalism and leading by example. This is evidenced by the requests we support to contribute to corporate initiatives in all Corporate Services areas.

Corporate Services provided more than 10.1 million occasions of service to support the RBWH clinical services lines in the 2011-2012 financial year.

Key departments

- » Clinical Resources and Assets
- » Engineering and Building Services
- » Information Technology Services
- » Strategy and Efficiency
- » Workplace Relations
- » Central Messenger Services
- » Lady Ramsay Early Learning and Education Centre
- » Records Office
- » Operational Support Services, including:
 - Administrative Support Management Unit
 - Food and Retail Services
 - Occupational Health and Safety
 - Patient Support Services
 - Security and Occupational Violence Prevention Services
 - Switchboard Services

Executive and directing staff

Scott McMullen
Executive Director, Corporate Services

Mohan Singh
Director, Engineering and Building Services

Lyn Mason
Director, Information Technology Services

Iris Frangos
Manager, Medical Technology and Assets

Adj. Prof. Geoffrey Hitchings
Director, Operational and Support Services

Mark Whelan
Director, Workplace Relations

Corporate Services

Overview

Managing key professional transitions in the Health Sector

This study is an Australian Research Council (ARC)-funded project conducted by The University of Queensland (UQ) Business School. The study examines how employees integrate multiple, potentially conflicting identities over time at two critical transition points: the transition of new employees to their roles, and the transition of clinicians and others to leadership and management roles.

The study will run for three years. Data collection commenced in January 2012 through to August 2012. More than 750 surveys have been collected and more than 50 interviews conducted. Given the longitudinal design methodology employed in the study, preliminary data analysis did not commence until December 2012; at that point, sufficient longitudinal data would have been collected.

Development and evaluation of a model for assessment of clinical service improvements

This study aims to develop a model for objective analysis and prioritisation and an associated guide for the evaluation of existing and new services.

The project has reached the ethics application stage and data collection was commenced in October/November 2012.

Research staff

Name	Qualifications	Position	Interests/specialties
Scott McMullen	MHM, BA, BSocWk, Cert IV Workplace Assessor	Executive Director, Corporate Services	evidence-based patient care, trauma counselling, health services/system research
Mark Whelan	Cert IV Assessment and Workplace Training	Director, Workplace Relations	innovation, use of technology
Hannah Bloch	BLLB, BBus (in progress)	Manager, Workplace Relations	workforce management including trends and issues which impact employment
Adj. Prof. Geoffrey Hitchings	AssocDipAppSc (OHS), GradDipOHS, MHIthSc	Director, Operational Support Services	workforce planning, food service delivery, occupational violence, risk engineering, safety management

Research grants

Investigators	Research title	Granting body	Amount awarded	Years of funding
McMullen, S., Whelan, M., Bloch, H.	Managing professional transitions in the Health Sector	Australian Research Council	\$500,000	2012-2013
McMullen, S.	Development and evaluation of a model for assessment of clinical services improvements	Queensland University of Technology	\$45,000	2011-2014

