

ANNUAL REPORT

2017-2018



ISSN: 2202-6258

© Metro North Hospital and Health Service 2018

Metro North Hospital and Health Service Annual Report 2017–18 by the Metro North Hospital and Health Service is licensed under a Creative Commons Attribution 3.0 Australia licence. In essence, you are free to copy, communicate and adapt this Annual Report as long as you attribute the work to the Metro North Hospital and Health Service.



To view the terms of this licence, visit:
<http://creativecommons.org/licenses/by/3.0/au>.
For permissions beyond the scope of this licence,
contact qgcio@qld.gov.au.

To attribute this material, cite the Metro North Hospital and Health Service Annual Report 2017–18.

Accessibility

Public Availability

Where possible, readers are encouraged to download the report online at:
www.health.qld.gov.au/metronorth

Where this is not possible, printed copies are available using one of the contact options below:

Physical Address: Level 14, Block 7, RBWH Campus HERSTON Qld 4029
Postal Address: PO Box 150, RBWH Post Office, HERSTON Qld 4029
General Phone: 07 3646 8111
General Fax: 07 3647 9708
Office Hours: 9am to 5pm, Monday to Friday
General E-mail: metronorthfeedback@health.qld.gov.au

Interpreter Services Statement



Metro North Hospital and Health Service is committed to providing accessible services to the community from culturally and linguistically diverse backgrounds.

If you have difficulty in understanding the annual report, please contact us on 07 3646 8111 and we will arrange an interpreter to communicate the report to you effectively.

Information Security

This document has been security classified using the Queensland Government Information Security Classification Framework (QGISC) as UNCLASSIFIED – FINAL VERSION and will be managed according to the requirements of the QGISC.

Letter of Compliance



Queensland
Government

Metro North
Hospital and Health Service

5 September 2018

The Honourable Steven Miles MP
Minister for Health and
Minister for Ambulance Services
GPO Box 48
BRISBANE QLD 4001

Dear Minister

I am pleased to submit for presentation to the Parliament the Annual Report 2017-18 and Financial Statements for Metro North Hospital and Health Service.

I certify that this Annual Report complies with:

- The prescribed requirements of the *Financial Accountability Act 2009* and the *Financial and Performance Management Standard 2009*, and
- The detailed requirements set out in the Annual report requirements for Queensland Government agencies.

A checklist outlining the annual reporting requirements can be found at page 101 of this annual report.

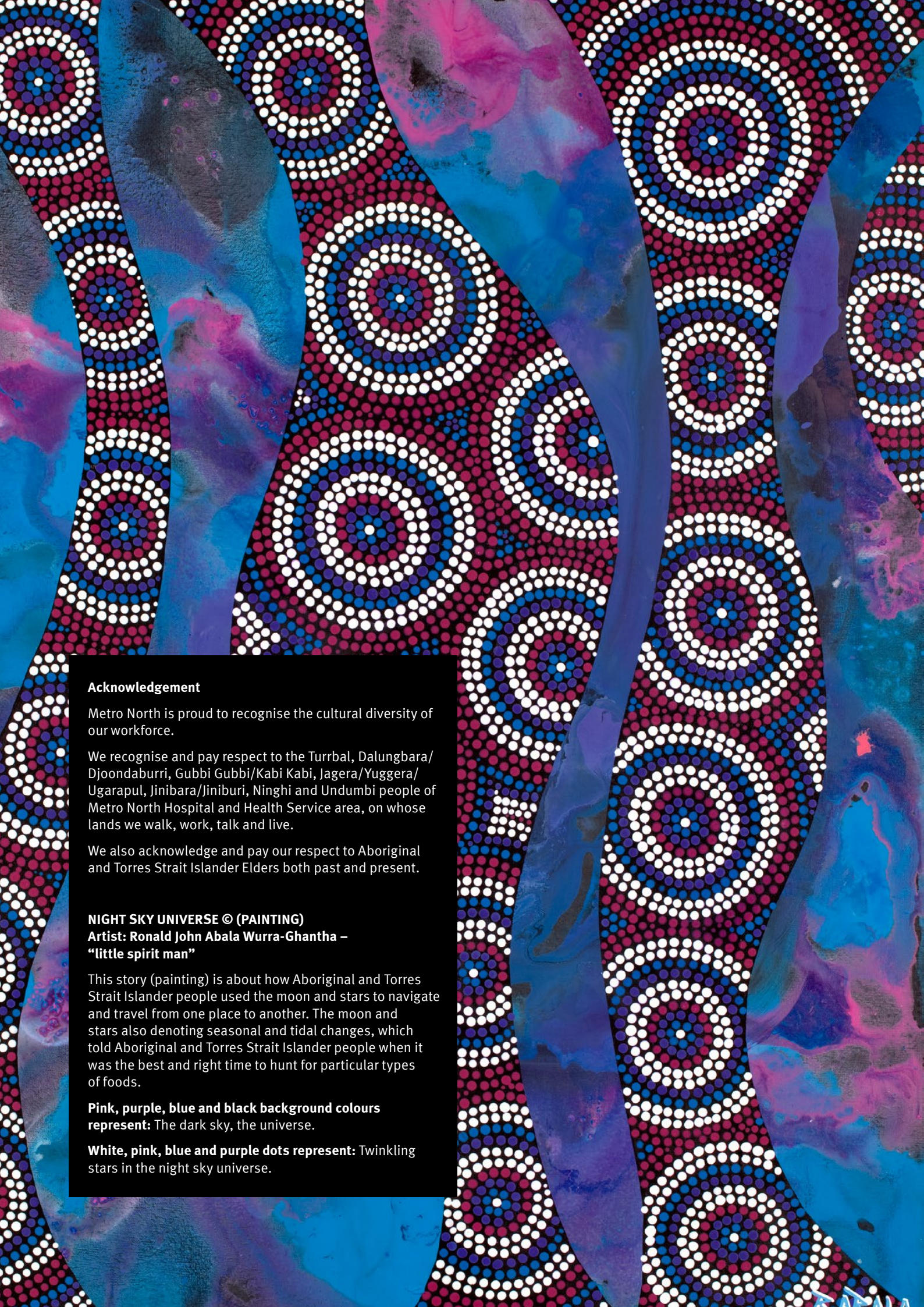
Yours sincerely

A handwritten signature in black ink, appearing to read 'Rob Stable'.

Dr Robert Stable AM
Chair
Metro North Hospital and Health Board

Office of the Metro North Hospital and Health Board
Level 14, Block 7
Royal Brisbane and Women's Hospital
Herston, Queensland 4029 Australia

Telephone +61 7 3647 9702
Email metro_north_board@health.qld.gov.au
www.health.qld.gov.au/metronorth



Acknowledgement

Metro North is proud to recognise the cultural diversity of our workforce.

We recognise and pay respect to the Turrbal, Dalungbara/Djoondaburri, Gubbi Gubbi/Kabi Kabi, Jagera/Yuggera/Ugarapul, Jinibara/Jiniburi, Ninghi and Undumbi people of Metro North Hospital and Health Service area, on whose lands we walk, work, talk and live.

We also acknowledge and pay our respect to Aboriginal and Torres Strait Islander Elders both past and present.

NIGHT SKY UNIVERSE © (PAINTING)

**Artist: Ronald John Abala Wurra-Ghantha –
“little spirit man”**

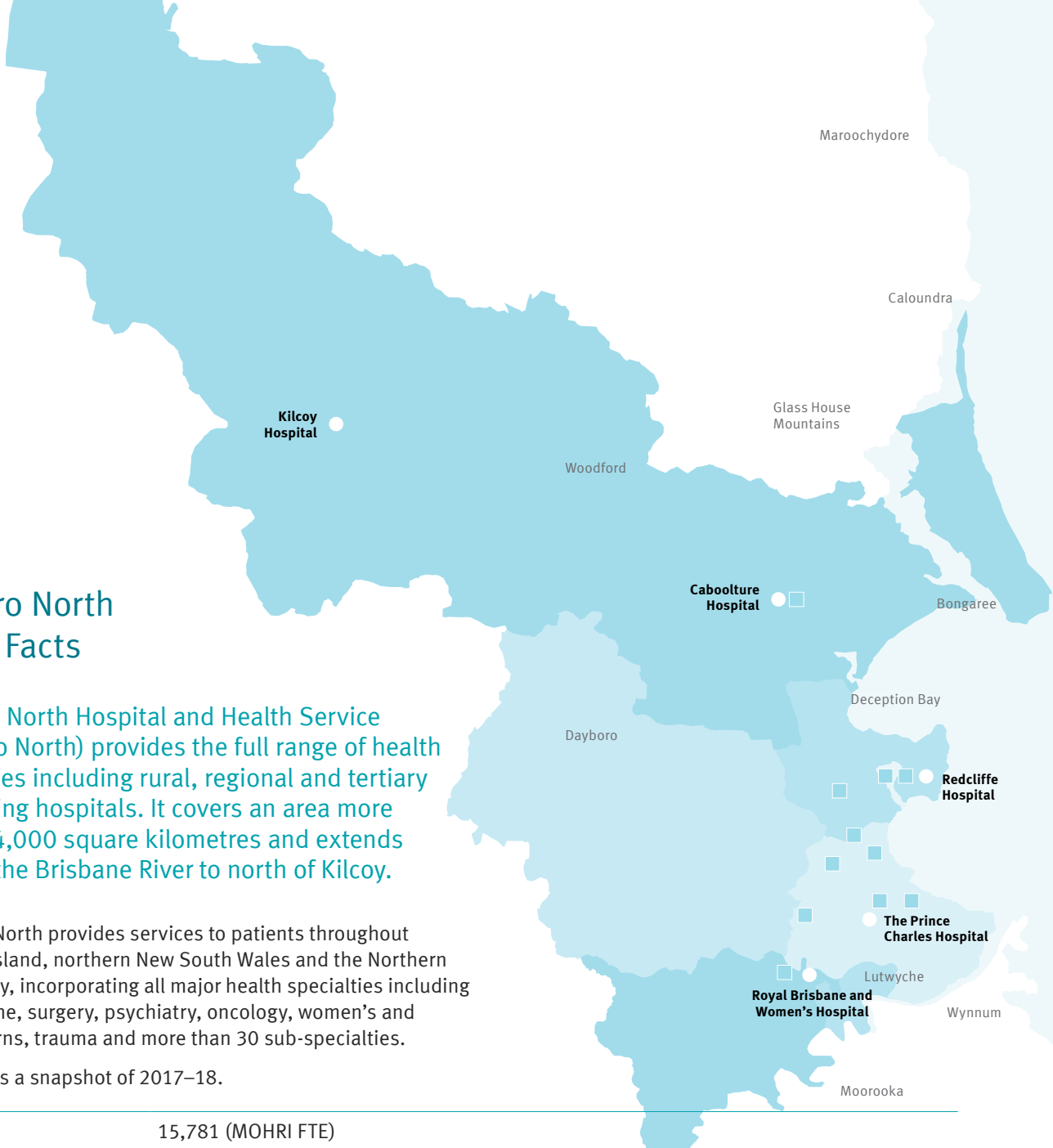
This story (painting) is about how Aboriginal and Torres Strait Islander people used the moon and stars to navigate and travel from one place to another. The moon and stars also denoting seasonal and tidal changes, which told Aboriginal and Torres Strait Islander people when it was the best and right time to hunt for particular types of foods.

Pink, purple, blue and black background colours represent: The dark sky, the universe.

White, pink, blue and purple dots represent: Twinkling stars in the night sky universe.

Table of contents

Letter of Compliance	3
Metro North fast facts	6
Organisation	
Message from the Board Chair and Chief Executive	8
About our health service	10
Delivering for the community	15
Performance	
Metro North strategic priorities	22
Performance highlights	26
Governance	
Organisational structure	29
The Board	31
Executive	38
Risk management	43
External Scrutiny	47
Internal Audit	48
Information systems and record keeping	48
Clinical governance	50
People	
Our people	50
Financials	
Summary of financial performance	56
Financial Statements 2017–18	57
Glossary	
	99
Board Member meeting attendance	100
Compliance checklist	101



Metro North Fast Facts

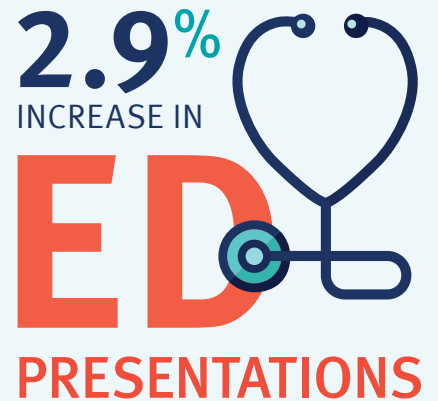
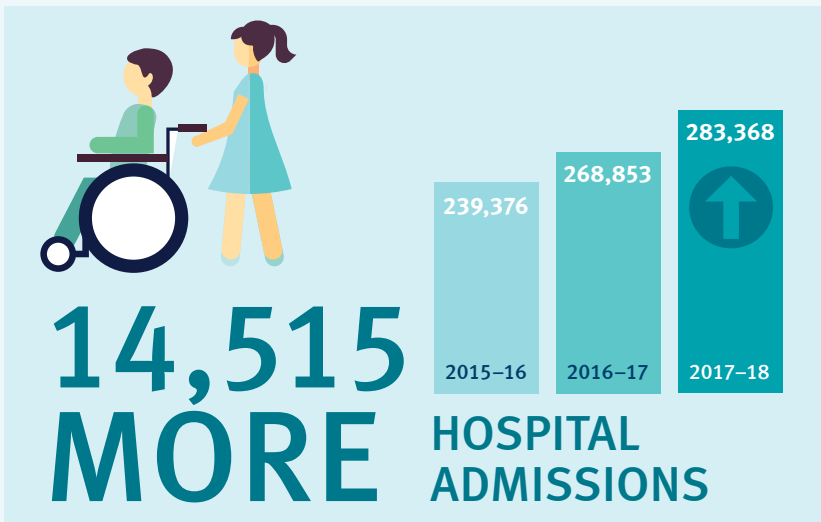
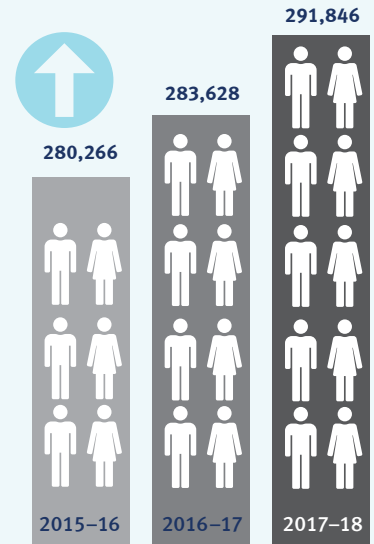
Metro North Hospital and Health Service (Metro North) provides the full range of health services including rural, regional and tertiary teaching hospitals. It covers an area more than 4,000 square kilometres and extends from the Brisbane River to north of Kilcoy.

Metro North provides services to patients throughout Queensland, northern New South Wales and the Northern Territory, incorporating all major health specialties including medicine, surgery, psychiatry, oncology, women’s and newborns, trauma and more than 30 sub-specialties.

Below is a snapshot of 2017–18.

Staff	15,781 (MOHRI FTE)
Investment in care	\$2.758 billion
Sites	5 hospitals with 2,286 available beds, 15 community, Indigenous and subacute service locations, 27 oral health facilities and 15 mental health facilities
Hospital admissions	283,368 people admitted
Ambulance arrivals	103,018 ambulance arrivals handled by our emergency departments
Emergency	291,846 attendances
Outpatient services	1,367,662 outpatient occasions of service
Surgical operations	50,032 elective and emergency operations performed
Children	23,324 children under age 18 were admitted to Metro North wards and units
Births	8,243 babies born at our facilities
Mental health	406,150 contacts
Community health	147,163 hours of direct primary care
X-ray and ultrasound	300,333 x-ray and ultrasound attendances
Dental	770,332 weighted occasions of service
Breastscreens	43,031 breastscreens performed

■ community health centres/facilities



**4,535 MORE
AMBULANCE
ARRIVALS**



**8,243
BABIES
BORN**

IN OUR
HOSPITALS
DROP FROM
8,390 IN
2017

