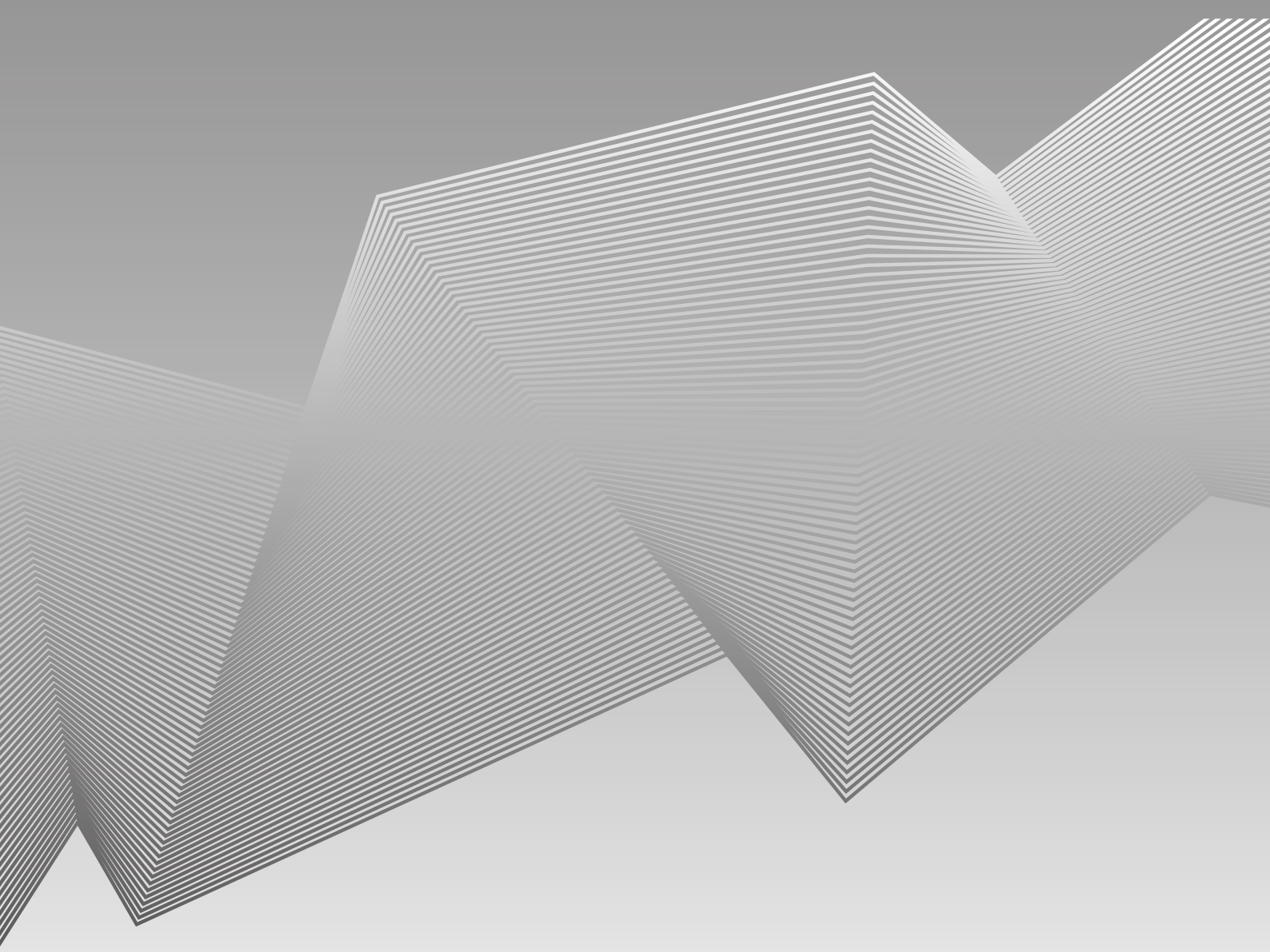


Metro North Health

# ANNUAL REPORT 2020–2021



**Queensland**  
Government

ISSN: 2202-6258

© Metro North Hospital and Health Service 2021

Metro North Hospital and Health Service Annual Report 2020–2021 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 [gqcio@qld.gov.au](mailto:gqcio@qld.gov.au).

To attribute this material, cite the Metro North Hospital and Health Service Annual Report 2020–2021.

Information about the Queensland language services policy is available at the Queensland Government Open Data website ([qld.gov.au/data](http://qld.gov.au/data)). Metro North Health has no data to report on consultancies and overseas travel in 2020-2021.

## Accessibility

### Public Availability

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

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 3647 9702  
**General Fax:** 07 3647 9708  
**Office Hours:** 9am to 5pm, Monday to Friday  
**General E-mail:** [mnbfeedback@health.qld.gov.au](mailto:mnbfeedback@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 3647 9702 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 (QGISCF) as UNCLASSIFIED – FINAL VERSION and will be managed according to the requirements of the QGISCF.

**Metro North Hospital and Health Service recognises the importance of the natural environment and our responsibility to minimise our impact on it. We aim to reduce consumption of resources and make use of recycling initiatives wherever practical.**

**Acknowledgement to Traditional Owners**

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.

**Recognition of Australian South Sea Islanders**

Metro North formally recognises the Australian South Sea Islanders as a distinct cultural group within our geographical boundaries. Metro North is committed to fulfilling the Queensland Government Recognition Statement for Australian South Sea Islander Community to ensure that present and future generations of Australian South Sea Islanders have equality of opportunity to participate in and contribute to the economic, social, political and cultural life of the State.

# Letter of Compliance



**Office of the  
Metro North Hospital and Health Board**

Level 14 Block 7  
Royal Brisbane and Women's Hospital  
Herston QLD 4029  
T +61 7 3647 9702  
E metro\_north\_board@health.qld.gov.au

The Honourable Yvette D'Ath MP  
Minister for Health and Ambulance Services  
GPO Box 48  
BRISBANE QLD 4001

Dear Minister

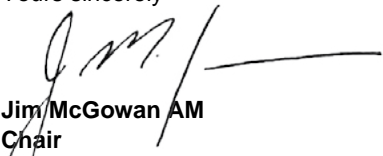
I am pleased to submit for presentation to the Parliament the Annual Report 2020-21 and financial statements for Metro North Hospital and Health Service.

I certify that this annual report complies with:

- The prescribed requirements of the *Financial Accountability Act 2009* and the *Financial and Performance Management Standard 2019*; 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 on page 77 of this annual report.

Yours sincerely



**Jim McGowan AM**  
Chair  
Metro North Hospital and Health Board

31/ 08/ 2021

# Table of contents

<b>Letter of compliance</b>	<b>4</b>
<b>Statement on government objectives for the community</b>	<b>6</b>
<b>From the Chair and Chief Executive</b>	<b>6</b>
<b>About us</b>	<b>7</b>
Strategic direction	7
Vision, Purpose, Values	7
Priorities	7
Aboriginal and Torres Strait Islander Health	8
Our community based and hospital based services	9
Targets and challenges	9
<b>Governance</b>	<b>10</b>
<b>Our people</b>	<b>10</b>
Board membership	10
Executive management	16
Organisational structure and workforce profile	17
Strategic workforce planning and performance	18
Early retirement, redundancy and retrenchment	19
<b>Our risk management</b>	<b>19</b>
Internal audit	20
External scrutiny, Information systems and recordkeeping	21
Queensland Public Service ethics	22
Human Rights	22
Confidential information	23
<b>Performance</b>	<b>24</b>
Service standards	24
Financial summary	28
<b>Financial statements</b>	<b>30</b>
<b>Glossary</b>	<b>76</b>
<b>Checklist</b>	<b>77</b>

## Government Objectives for the Community

Metro North Hospital and Health Service (Metro North) contributes to the Government's objectives for the community which are built around *Unite and Recover – Queensland's Economic Recovery Plan*.

### **Safeguarding our health:**

Safeguard people's health and jobs by keeping Queensland pandemic ready.

### **Backing our frontline services:**

Deliver world-class frontline services in key areas such as health, education and community safety.

## Message from the Board Chair and Chief Executive

As we entered the second year of the COVID-19 pandemic, demand for healthcare services continued to grow. Metro North has contributed significantly to Queensland's pandemic response, including fever clinics and assessment centres, airport screening, hotel quarantine, inpatient care, virtual care, and vaccination clinics.

Metro North's sixth hospital, the Surgical, Treatment and Rehabilitation Service (STARS), admitted its first patients in February.

STARS opened Metro North's first COVID-19 vaccination clinic on 1 March 2021. By the end of June, Metro North had delivered 16,171 vaccinations to critical frontline workers at vaccination clinics located at STARS, Royal Brisbane and Women's Hospital, The Prince Charles Hospital, Redcliffe and Caboolture Hospitals, Brighton Health Campus, Kippa-Ring and Doomben Racecourse.

Throughout 2020-2021, Metro North employed an additional 987 clinical staff in medical, nursing and allied health positions. This included 427 graduate nurses to support the pandemic response. Our total full-time equivalent staffing grew from 16,818 to 17,630 at the end of the financial year. This included creating more employment security for longer term staff in temporary employment to ensure stability and improve culture.

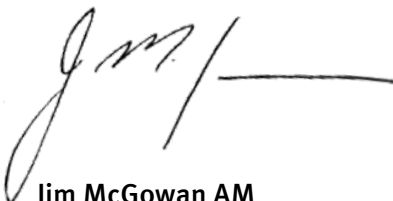
In the 2020-2021 financial year, there were 444,260 presentations to emergency departments and fever clinics, with 119,182 admissions from the emergency department. Throughout the year, staff performed 41,867 emergency and elective surgeries across our five surgical hospitals.

Metro North services provided 1,986,539 outpatient occasions of service and reduced outpatient long waits from 12,930 to 7,307 between January and June 2021.

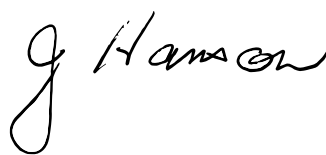
We invested \$3.377 billion in healthcare, up from \$3.196 billion the previous financial year, and in spite of the increased demand and challenges of the pandemic, we delivered an operating surplus of \$11.7 million.

Metro North continued to support staff wellbeing through specific wellbeing programs including employing staff psychologists, and expanding RUOK? training and peer responder programs.

During the year construction and commissioning was completed for STARS, and construction continued on the Caboolture Hospital Redevelopment Project. Throughout the year the Redcliffe Hospital carpark was completed, a second CT machine and new MRI were installed, and the Intensive Care Unit was refurbished at Redcliffe Hospital to support the pandemic response.



**Jim McGowan AM**  
Chair  
Metro North Hospital and Health Board



**Adjunct Professor Jackie Hanson**  
Acting Chief Executive  
Metro North Hospital and Health Service