

ANNUAL REPORT 2023–2024

**Sunshine Coast
Hospital and Health Service**



Open data

Information about consultancies, overseas travel, and the Queensland language services policy is available at the Queensland Government Open Data website (www.data.qld.gov.au).

Public availability statement

An electronic copy of this report is available at www.sunshinecoast.health.qld.gov.au/about-us/corporate-publications-and-reporting/annual-reports

Hard copies of the annual report are available by phoning Communications and Engagement on 07 5202 0000. Alternatively, you can request a copy by emailing sc-communications@health.qld.gov.au

Interpreter service statement

The Queensland Government is committed to providing accessible services to Queenslanders from all culturally and linguistically diverse backgrounds. If you need help understanding the annual report, you can contact us on telephone 07 5202 0000 and we will arrange an interpreter to effectively communicate the report to you.



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Acknowledgement

Acknowledgement to Traditional Owners

Sunshine Coast Health respectfully acknowledges the Traditional Custodians, the Kabi Kabi (Gubbi Gubbi) and Jinibara people on whose land we provide our services.

We also pay our respects to the Aboriginal and Torres Strait Islander Elders, past, present, and future. We recognise the strength and resilience that Aboriginal and Torres Strait Islander peoples and their ancestors have displayed in laying solid foundations for the generations that follow.

Recognition of Australian South Sea Islanders

Sunshine Coast Health formally recognises the Australian South Sea Islanders as a distinct cultural group within our geographical boundaries.

Sunshine Coast Health is committed to fulfilling the Queensland Government Recognition Statement 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.

Aboriginal people and Torres Strait Islander people are advised that this publication may contain words, names, images, and descriptions of people who have passed away.

30 August 2024

The Honourable Shannon Fentiman MP
Minister for Health, Mental Health and Ambulance Services and Minister for Women
GPO Box 48
Brisbane QLD 4001

Dear Minister

I am pleased to submit for presentation to the Parliament the Annual Report 2023-2024 and financial statements for Sunshine Coast 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 is provided on page 108 of this annual report.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'David Rowlands', with a long horizontal flourish extending to the right.

Dr David Rowlands OAM

Chair
Sunshine Coast Hospital and Health Board

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Statement on Queensland Government objectives for the community

Sunshine Coast Health contributes to the Queensland Government's objectives for the community by supporting good jobs, delivering better services, and supporting Queensland's great lifestyle.

We are:

- Supporting jobs: Good, secure jobs in more industries to diversify the Queensland economy and build on existing strengths in agriculture, resources, and tourism.
- Backing small business: Help small business, the backbone of the state's economy, thrive in a changing environment.
- Making it for Queensland: Grow manufacturing across traditional and new industries, making new products in new ways and creating new jobs.
- Investing in skills: Ensure Queenslanders have the skills they need to find meaningful jobs and set up pathways for the future.
- Backing our frontline services: Deliver world-class frontline services in key areas such as health, education, transport, and community safety.
- Keeping Queenslanders safe: Continue to keep Queenslanders safe as we learn to live with COVID-19 and ensure all Queenslanders can access world-class healthcare no matter where they live.
- Connecting Queensland: Drive the economic benefits, improve social outcomes, and create greater social inclusion through digital technology and services.
- Protecting the environment: Protect and enhance our natural environment and heritage for future generations and achieve a 70 per cent renewable energy target by 2032 and net zero emissions by 2050.
- Growing our regions: Help Queensland's regions grow by attracting people, talent, and investment, and driving sustainable economic prosperity.
- Building Queensland: Drive investment in the infrastructure that supports the State's economy and jobs, builds resilience, and underpins future prosperity.
- Honouring and embracing our rich and ancient cultural history: Create opportunities for First Nations Queenslanders to thrive in a modern Queensland.

Sunshine Coast Hospital and Health Service Strategic Plan 2022–2026 supports the Queensland Government's objectives for the community and contributes to the Government's sub-objectives of:

- Keeping Queenslanders safe
- Backing our frontline services
- Protecting the environment
- Connecting Queensland.

Sunshine Coast Health's priorities also closely align with Queensland Health's commitment to:

- Protect the health of all Queenslanders through effectively planned and timely responses to systemwide threats
- Effective partnerships with primary care and Queensland Ambulance Service to drive co-designed models of care

- Support and advance our workforce
- Advance Health Equity for First Nations people
- Health reform that plans for a sustainable future
- Interconnected system governance that delivers the building blocks to support Hospital and Health Services.

These priorities drive our commitment to co-design models of care, support and advance our workforce, health equity for Aboriginal and Torres Strait Islander people, and health reforms that support a sustainable future.

Sunshine Coast Health's priorities are:

- Our care
- Our people
- Our sustainability
- Our future.

These priorities support our delivery of the directions outlined in *My health, Queensland's future: Advancing health 2026*:

- Promoting wellbeing
- Delivering healthcare
- Connecting healthcare
- Pursuing innovation.

Key strategic enablers for contributing to the objectives include a positive work environment, technology and innovation, research capacity, infrastructure, key partnerships with other agencies sectors and providers, and the use of data.

This annual report details how Sunshine Coast Health has contributed to the Government's priorities.

From the Board Chair and Chief Executive

The 2023-24 financial year has been a year of achievement for Sunshine Coast Health with more patients than ever before treated in our hospitals. Patients are at the heart of everything we do – we work to deliver compassionate, accessible, and culturally sensitive healthcare and we have made significant advances in our service delivery. This past year we have delivered a number of new initiatives and expanded services aimed at enhancing patient outcomes and experiences.

This is the second year of our new Strategic Plan, Local Area Needs Assessment, and Master Clinical Services Plan – three documents that provide a roadmap for our organisation and for the development of services.

This year we provided more care than ever before through our busy emergency departments as well as elective surgery and specialist outpatient care. Central to our commitment to advancing healthcare accessibility and efficiency is the integration of technologies and innovation. The acquisition of a Da Vinci Robot, which will be commissioned in the next financial year, is a testament to this commitment. Our Da Vinci Robot will facilitate access to efficient care and enhance surgical precision.

Additionally, the introduction of unседated transnasal endoscopy reflects our dedication to providing less invasive and patient-centric treatment options. These initiatives not only optimise patient comfort but also contribute to faster recovery and reduced time spent in hospital.

We recognise the importance of fostering a culturally inclusive environment that resonates with the diverse needs of our community. We have continued to deliver on the outcomes set out in the Sunshine Coast Aboriginal and Torres Strait Islander Health Equity Strategy (2022-2025) and the long-term changes needed to address structural and systemic inequities. This year we unveiled two new dental vans wrapped in culturally-appropriate Aboriginal and Torres Strait Islander artwork by local artist Mandy Draper. The artwork is welcoming for children and underscores our commitment to equitable healthcare access and inclusivity. This year we also established a dedicated public-facing space at Sunshine Coast University Hospital. The space is a visual reminder of our dedication to person-centred, equitable access to healthcare.

Our strategic vision for our health service goes beyond clinical care, to encompassing a strong research, education, and workforce development culture. This was delivered this year with the recognition of six Sunshine Coast Health professionals gaining significant Study, Education, Research Training Fund (SERTF) grants to foster innovation and advance healthcare practices tailored to the unique needs of our community. Furthermore, the appointment of the inaugural Executive Director of the Sunshine Coast Health Institute heralds a new era of excellence in implementation sciences, driving forward novel models of care and workforce development.

In line with our strategic vision for growth and service expansion, we also commenced two new surgical services, Thoracic Surgery and Maxillofacial Surgery. These additions not only bring specialised care closer to home but also reinforce our readiness to serve as a major trauma centre in the future.

Attracting and retaining a skilled workforce is a key focus for our health service and we made a number of investments this year in supporting our people. This year we finalised the construction of the purpose-built \$8 million staff accommodation at Gympie Hospital. The 24-bed staff accommodation facility was designed to help attract and retain vital health workers to Gympie Hospital and to improve infrastructure critical to the delivery of health services in rural and remote communities.

We invested in infrastructure across the health service with our infrastructure uplift to deliver the integrated electronic medical records (ieMR) project at Caloundra Health Service. We also continued the redevelopment of Nambour General Hospital, and upgrades to Maleny Soldier's Memorial Hospital.

As we reflect on the milestones and accomplishments of the past year, we are deeply grateful for the hard work of our stakeholders, partners, and, most importantly, our dedicated Sunshine Coast Health staff. We

also want to thank our consumer advisory groups and the volunteers in our health service, who have again performed a vital role in delivering healthcare to our communities. We couldn't provide our services without your support.

We would also like to say thank you to our Sunshine Coast Hospital Foundation Wishlist for their supporting research projects, accommodation, medical equipment, support services, and training and wellbeing programs for our staff.

Our Sunshine Coast Health Board and Executive team should also be congratulated on their strong leadership and commitment to delivering high-quality, cost-effective, innovative healthcare.

Dr David Rowlands OAM
Chair

Dr Peter Gillies
Chief Executive