

# About us

Sunshine Coast Health is the major provider of public health services, health education and research in the Sunshine Coast, Gympie and Noosa local government areas.

Established in 2012, Sunshine Coast Health is an independent statutory body governed by the Sunshine Coast Hospital and Health Board under the *Hospital and Health Boards Act 2011*.

We operate according to a service agreement with Queensland Health which identifies the services to be provided, funding arrangements, performance indicators and targets to ensure the expected health outcomes for our communities are achieved.

## **Our strategic direction**

Our Strategic Plan 2020-2024 outlines our vision, purpose, values, objectives and future direction as well as how we work with our community to improve people's health and wellbeing. When determining our strategic vision and objectives we respect, protect and promote human rights in our decision-making and actions.

## **Our priorities**

- Provide a network of health services that are responsive to the needs of our population/region
- Strengthen and grow strategic and operational partnerships
- Inspire a workplace where staff thrive and know they are valued
- Leading and embedding an education and research culture
- Leveraging digital and technology advances in healthcare
- Aboriginal and Torres Strait Islander health—making it everyone's business.

## **Our vision, purpose, values**

### **Our vision:**

Health and wellbeing through exceptional care.

### **Our purpose:**

To provide high quality healthcare in collaboration with our communities and partners, enhanced through education and research.

### **Our values:**

The values of Sunshine Coast Health underpin the culture of our organisation. We have adopted the Queensland Public Service values of: Customers First; Unleash Potential; Ideas into Action; Empower People; and Be Courageous; as well as three additional values—Compassion, Respect and Integrity.

## **Aboriginal and Torres Strait Islander health**

Aboriginal peoples and Torres Strait Islander peoples comprise two per cent of the health service region's total population, with the largest proportion residing in the Gympie (23 per cent) and Caloundra (18 per cent) regions. In comparison to the total health service population, the Aboriginal and Torres Strait Islander population are much younger, with more than half of the population aged under 25 years, and only two per cent aged 70 years and over.

Sunshine Coast Health is committed to achieving the outcomes of the Queensland Government's strategy, *Making Tracks toward closing the gap in health outcomes for Indigenous Queenslanders by 2033*. Overseen and monitored by its Closing the Gap Committee, Sunshine Coast Health is on track to meet its targets. They are:

- Embed Aboriginal and Torres Strait Islander representation in leadership, governance and workforce
- Improve local engagement and partnerships between Sunshine Coast Health and Aboriginal and Torres Strait Islander people, communities and organisations
- Improve transparency, reporting and accountability in our efforts to close the gap in health outcomes for Aboriginal peoples and Torres Strait Islander peoples by maintaining and regularly reviewing an outcome-based report of services delivered.

In 2020-2021:

- 3.17 per cent of our inpatients identified as being of Aboriginal and Torres Strait Islander origin
- 0.82 per cent of Aboriginal and Torres Strait Islander inpatients discharged against medical advice
- Hospital Liaison Officers supported 10,422 Aboriginal and Torres Strait Islander patients and their families
- 95.9 per cent of children who identified as Aboriginal and Torres Strait Islander in our region are fully vaccinated at age five
- 41.5 per cent Indigenous inpatients completed a smoking cessation pathway
- 5.8 per cent Indigenous babies were born with a low birth weight (<2500g)
- 199 mental health consumers were supported through our Cultural Healing Programs in Gympie and Nambour.

## **Our community-based and hospital services**

Sunshine Coast Health provides care for the community through its four hospitals, a residential aged care facility and a number of community health facilities including:

### **Sunshine Coast University Hospital**

Sunshine Coast University Hospital, Sunshine Coast Health's newest facility, opened in 2017 and is progressively expanding its tertiary-level services. It is collocated with the Sunshine Coast Health Institute and the Sunshine Coast University Private Hospital.

### **Nambour General Hospital**

Nambour General Hospital has a proud history of providing services to the Sunshine Coast community since the 1920s. Nambour General Hospital is undergoing a \$86.239 million redevelopment to better service the growing health needs of the local community.

### **Caloundra Health Service**

Caloundra Health Service is Sunshine Coast Health's hub for palliative care and ophthalmology and provides a range of outpatient, ambulatory and community-based services including:

- a Minor Injury and Illness Clinic
- ambulatory care, renal, oral health and community services for residents of Caloundra and surrounds.

### **Gympie Hospital**

Gympie Hospital has served the community for more than 150 years and provides acute regional services to residents in the Gympie, Cooloola and Kilkivan areas. A range of acute, ambulatory, community and mental health services are provided including emergency, surgical and medical services, palliative care and rehabilitation, maternity services and renal dialysis.

### **Maleny Soldiers Memorial Hospital**

Maleny Soldiers Memorial Hospital is a rural facility providing services to the Maleny region. It delivers an emergency service, medical care, a fully functional sub-acute rehabilitation unit, ambulatory

clinics, essential diagnostic and clinical support services and oral health and community-based services.

### **Glenbrook Residential Aged Care Facility**

Glenbrook Residential Aged Care Facility is a 45-bed purpose built high care residential aged care facility in Nambour. Glenbrook provides high quality resident-focussed care in a home-like environment including:

- Transition care
- General aged care
- Older persons mental health care
- Secure dementia wing.

### **Janelle Killick Community Care Unit**

The Community Care Unit provides a 24-hour, seven days per week, mental health residential rehabilitation service. The service aims to promote an individual's recovery by providing opportunities to maximise their strengths and potential, peer support and supervised rehabilitation. Clinical interventions and living skills development are provided to consumers who require medium to long term mental health care and rehabilitation.

### **Maroochydore Community Hub**

The Maroochydore Community Hub opened in January 2019. This is a purpose-built facility which consolidates 19 community-based services into one facility increasing and improving access for our patients and the community. The hub accommodates services from Mental Health and Specialised Services, Community and Preventative Health and Women's and Children's services.

### **Concessional parking**

Sunshine Coast Health provides free parking for patients and carers at the majority of its facilities however concessional parking is available for eligible patients and carers at Sunshine Coast University Hospital and Nambour General Hospital. In 2020-2021, Sunshine Coast Health issued 13,610 concessional parking tickets for patients and carers to the value of \$185,353.20.

## Targets and challenges

Sunshine Coast Health has experienced significant growth in both the range of services provided and expanded capacity. The new tertiary health precinct at Sunshine Coast University Hospital is supporting Sunshine Coast Health to innovate and better meet the diverse health needs of our community. Sunshine Coast Health understands it must become sustainable and deliver services that align with best practices in patient care. The successful transformation of Sunshine Coast Health towards a sustainable future is a priority.

### Targets

- **Responsive health services:** service agreement targets are met within agreed budgets; National Safety and Quality Standards are met and maintained; capital projects are delivered within scope, budget and on time; waste, energy and water consumption are reduced; and Sunshine Coast Health is responsive and informed by long-term clinical planning.
- **Partnerships:** increased and diversified consumer and community representation across Sunshine Coast Health; improved consumer satisfaction and experience; improved consumer, family and carer understanding of their health; and increased number of co-design activities and consultation/collaboration with consumers and the community.
- **Focus on our people:** a growing, highly-skilled and valued workforce; improved employee health and wellbeing and a reduction in the number of staff incidents and injuries; improved staff engagement and satisfaction results; improved capability of leaders and succession plans for key leadership roles in place; and decreased number of grievances and/or disputes.
- **Grow research and education capability:** increased consumer participation in clinical trials and research; increased number of research publications and citations; increased number of conjoint appointment; increased number of inter-professional education and training opportunities; and Sunshine Coast

Health Institute hosted national conferences.

- **Embrace technology for a digital future:** enhanced sharing of information and data facilitated by use of digital technologies across the health and community sector; increased technology enabled models of care to deliver care as close to home as possible; improved reporting and clinical data analytics to improve health service delivery; and data security is enhanced through the implementation of an information Security Management System.
- **Closing the Gap:** improved health outcomes, and access and inclusiveness to health care for Aboriginal and Torres Strait Islander people; and improved participation rates of Aboriginal and Torres Strait Islander people in our workforce.

### Challenges and opportunities

With such rapid growth it is imperative we have a health service that is highly responsive to our community's increasing need. Our challenges and opportunities include:

- **Financial sustainability**—we have plans in place to ensure we provide an efficient and sustainable health service to meet the diverse needs of the community we serve.
- **Workforce**—we attract and retain a skilled workforce.
- **Digital health and information technology**—we optimise digital technologies to enhance patient care.
- **Capital management**—we appropriately deliver capital projects on budget and on time, and appropriately maintain our infrastructure.
- **Outbreak events or emerging threats**—we implement plans and systems to ensure we continue to meet the needs of our patients, without compromising the health, safety and wellbeing of our staff or the financial and operational performance of Sunshine Coast Health.