



 2017  
ANNUAL  
FORUM

POWER AND  
PASSION:  
CULTURE CHANGE  
THROUGH  
CONSUMER  
ENGAGEMENT  
AND  
PARTNERSHIPS

THURSDAY  
18 MAY  
2017  
RYDGES Southbank  
Townsville

PARTNERSHIPS · LEADERSHIP · ENGAGEMENT

## Address by the Minister for Health, Hon. Cameron Dick

**MARK TUCKER-EVANS:** We have the Minister, but we have also been joined by Aaron Harper, so can I welcome Aaron to the meeting as well. Leading up to the launch of the strategy which the Minister did our first forum in 12 months ago. That strategy engaged consumers very much at the centre point of that strategy. And a couple of those consumers are here today. It is fantastic to see a strategy that is all about making a difference for consumers, patients, their families, their carers. So with those few words I'd like to introduce the Minister, Cameron Dick.

**APPLAUSE**

**CAMERON DICK:** Thank you very much Mark and great to be in Townsville today. Anyone from Townsville here? A few people from Townsville. That's great, you can thank me later for bringing the rain! I know it's been a bit of an issue up here. It's always so pretty and sunny in Townsville generally and warm but it's great to see the rain and hopefully that will continue for a little while, I know the city has been battling with water challenges. I acknowledge my parliamentary colleague the State member for Thuringowa. Worked for many years as a paramedic and wanted to come here today to show his support for health consumers and Health Consumers Queensland so thank you for joining us Aaron.

**APPLAUSE**

**CAMERON DICK:** Thank you for acknowledging Aaron. I know Scott Stuart was here earlier, the State member for Townsville and Aaron and I just been to the hospital, announcing that body worn cameras will now be used by our security guards at Townsville Hospital.

## **APPLAUSE**

So we got to keep our staff, keep our patients and keep families safe and can't be just by Government, it has to be done by the entire community to say no to violence and abuse wherever it may occur in our society. Can I respectfully acknowledge the traditional owners of the land where we gather today and pay my respects. I acknowledge your chair, Mark Tucker-Evans, and the board members here. I can acknowledge your CEO Melissa Fox and thank them for work they do. I thank you for inviting me to come back again and to - I think the thunder is a good sign, isn't it? - I'm taking that... Thank you Health Consumers Queensland for inviting me to your second forum today. Health Consumers Queensland of course plays a vital role in our system, not the least by reminding us of that which is often overlooked. For all we may talk about our investment in hospitals, for all the deserved commendation we lavish on our amazing staff in health care in Queensland, for all the tributes we pay for the performance of your system and the quality of the care it provides we must always remember its purpose. We serve the patient. Health Consumers Queensland has been instrumental in drawing our focus back to the truth ensuring the patient is not on the fringe but is at the centre of our health system. Health Consumers Queensland provides a platform from which to launch that engagement as a way not only of critiques policy but of shaping it. I'd like to pay particular tribute to your chair, Mark Tucker-Evans and to your CEO Melissa Fox for the valuable way in which they have engaged in the development of health policy in our State. They've been involved from the beginning with our nurse to patient ratio legislation, with our specialist outpatient strategy and with our community health action plan. In all their contributions they have brought the important perspective of the

consumer. And an extraordinary capacity to consider the project from its end point, it consumption and work backwards. One of the earliest initiatives of the Annastacia Palaszczuk Government was the restoration of funding to a number of non-Government organisations that had been defunded by our predecessors. I was particularly pleased to return funding to Health Consumers Queensland, so that you could be properly funded to continue your important work representing the voice of consumers.

## APPLAUSE

**CAMERON DICK:** You do great work and you deserve to be supported. At this forum last year I launched my health Queensland Advancing Health 2026, a ten year vision and strategy for Queensland's health system. Our vision is that by 2026 Queenslanders will be among the healthiest people in the world. Advancing health 2026 was developed in partnership with health consumers, clinical and nonclinical representatives of the public health system, private and nonprofit health providers, university, professionals organisations, unions and other key stakeholders. This was vitally important because Government alone cannot respond to the challenges facing the health system because Government alone does not have all the solutions. Our health system ranks among the best in the world but like all contemporary health systems will face significant challenges over the next decade. These challenges include an ageing population, increasing demand for health outcomes and the rising incidents of chronic disease. There is a robust need for us to deliver better health outcomes through innovation and research. By working together and implementing the strategies contained in advancing health 2026 we can overcome these challenges and take advantage of opportunities to benefit health consumers, their families and the wider community. In particular advancing health 2026 outlines four strategic directions that are guiding the achievement of our vision. Promoting wellbeing, delivering care, connecting health care and pursuing innovation. These are the principles that inform the health direction of the Government. I made it clear to the department that they are not to be thought of as mere slogans or the subject matter of brochures to sit on some shelf. These principles must guide our

decision making, must direct the programs and must set the benchmark for our policy initiatives. They must become the milestones against which we measure our progress. Initially we focussed on Queensland health ensuring that our activities were aligned with advancing health 2026 and putting the consumer foremost in everything we do. For example, advancing health 2026 has informed the Department of Health's strategic planning, as well as hospital and health service strategic planning and our service agreements. Over the last 12 months we have been working hard to implement these directions. Under the promoting wellbeing direction we have delivered a range of preventative health initiatives including the 10,000 steps program, Heart Foundation walking groups to increase levels of physical activity and social marketing campaigns to promote the consumption of fruit and vegetables. We've implemented legislation which extends the range of smoke free places in Queensland to include a wide range of commonly used community transport recreational supports child care and educational facilities protecting adults and children from the harmful effects of second hand smoke. We've invested \$6 million over four years to continue the State wide PREP trial promoting wellbeing by helping prevent people at risk of HIV infection from becoming ill in the first place. Research shows PREP can dramatically reduce the risk of contracting HIV. More than 1200 Queenslanders are participating in our expanded trial which has the potential to virtually eliminate the spread of HIV in Queensland by the end of the decade. We've invested almost \$10 million over three years for the suicide prevention in health services initiative. Specially trained front-line staff in our health services are uniquely placed to be able to recognise, to respond to and to care for people who present with a suicide risk. Under our delivering health care initiative, we have legislated minimum nurse to patient ratios in the state's public sector health facilities to ensure resourcing is matched to patient needs. This helps us to deliver health care by creating better outcomes for our patients and improving safety and wellbeing for both our patients and our hard working nurses. Part of delivering health care is making sure people don't have to wait too long to get the care they need. So we've implemented a specialist outpatient strategy which has reduced outpatient waiting lists. When we came to Government there were 104,000 Queenslanders waiting

longer and clinically recommended for an outpatient appointment. Today I'm pleased to announce that despite increased demand on our system that number has halved. Delivering health care means listening to our consumers, that's why we legislated to allow medicinal cannabis products to be prescribed to patients in Queensland. Meaning that certain very sick people including children with a range of serious conditions which have not responded to conventional treatments are able to access medicinal cannabis under the care of a doctor in the state and legal patient compassion. Under the care direction we have invested in our hospitals through the Queensland Health capital investment program to ensure patients have access to health services and that includes \$230 million over five years for our Advancing Queensland health infrastructure program. Another way we're helping is through our nurse navigators, I was pleased to meet one working in the Townsville Hospital a little while ago. Over the last year or so we have introduced 121 nurse navigator positions across all of our hospital and health services with another 190 positions to fill in 2017. What does this mean for patients? This means that patients are able to speak to a highly experienced nurse who acting as an expert guide. Providing advice and ensuring that they get the right care and are seen by the right person at the right time in the right place. Under our pursuing innovation direction we have begun development of a strategy which will provide a framework to help guide Queensland's health research decisions and actions. We've also made the first allocation of our \$8.5 million funding program. \$8.5 million from our funding program, \$35 million in total, our innovation care fund. Eight great projects have already been funded with more to come to better integrate primary health care with what we do in our hospital and health services. This fund does exactly what it says, it provides financial support to innovative projects that deliver better integration of care and address implementation of services. We've continued to pursue innovation with the rollout of our hospitals program with integrated electronic medical records implemented in six Queensland public hospitals. Patients at the Princess Alexandra Hospital, the Mackay base hospital, the Townsville hospital, Cairns Hospital, the Royal Brisbane and women's hospital, and our children's health Queensland particularly Lady Cilento are all benefitting from components of the integrated medical record. The goal

is paperless shared record, one patient, one record, providing more consistency, more convenience and very importantly more safety. The Princess Alexandra Hospital, Australia's first large scale public digital hospital, has known about the final release of the IEMR digital program, the hospital is now completely digital because they rolled out our medications and research program, all MARS. It's delivering improvements to patient care and safety through more accurate and prescribing administration of medications throughout patient's journey in Queensland hospitals. And just yesterday I attended the ear health Queensland expo with almost 2,000 workers which focussed on the roll innovation and technology can play in this part of the four directions of Advancing Health 2026. But for Queenslanders to be among the healthiest people in the world, we all need to be play a part. That's why I established the advancing health 2026 oversight committee. The committee includes representatives from across Queensland's health system, research and academia, local Government including the mayor of Townsville, and health consumers. In particular, I want to thank Mark, the chair of Health Consumers Queensland, for his role on that committee. The committee will work with them to identify opportunities for the collaborative action to make our vision a reality. We continue to work with our partners to align our efforts and to continue to improve performance. We'll also continue to work with consumers and consumer organisations such as Health Consumers Queensland to develop and implement initiatives as part of advancing health. Many of you have heard me say time and again that the health portfolio is the most human of all portfolios in Queensland Government and the one that most clearly articulates our human ideals. Investments in health is really at its heart, our revocation of the value of individual life. That is the truly gratifying thing about our system, that we keep trying and we keep fighting. It's an ideal and a system worth fighting for. We must resist at all costs the principles that characterise the American health care system where a particular diagnostic test or a specific surgery must first be subjected to the approval of an insurance claim or a person who does not have insurance is abandoned all together. We must fight against any systemic change to funding that forces an individual to choose between illness and poverty. Or that allows Governments to walk away from their responsibility to provide adequate

funding to our health system. Our health system stands as the greatest monument we have to our collective community values. We often talk about hope but it's not just hope, it's also expectation. That is the true signifier of our success. If health is about anything, it is about the irrepressible dynamic of change and the knowledge that while I stand sometimes on unstable ground that does not shorten our reach or diminish our ambition as we constantly strive for new and better ways to deliver health care. Our health system provides an essential component of our social architecture and it is the touch point of full care, the touch point for care that each individual turns to and returns to during the course of their life. Often times when they are at their most vulnerable. And it's at that times that they need a champion. It's then that they need Health Consumers Queensland so thank you most sincerely for the work that you do, together, I know we can make Queenslanders among the healthiest people in the world.

**MARK TUCKER-EVANS:** Thank you very much Minister and I've got to say that it's an absolute privilege to be on the oversight committee and Paul Woodhouse is chair of the north-west HHS is here today, he's also on that along with as the Minister said the mayor of Townsville Jenny Hill but also Sheila Cronin who represents the PHNs on the oversight committee, so you can see that in fact your region is very much covered by that committee. So thank you very much. We're going to do a little bit of room shifting or changes on walls because we need to break into concurrent groups again so those people who were wanting to attend the communication across cultures with a notional intelligence from Townsite intercultural centre, if you remain in this half of the room, those who wanted to attend the transforming culture CHQ's ongoing community and engagement approach, that's actually in the other room, which is the Kingston Savoy. Thank you again to - like you to join me in again in recognising the great work that is being done under the Minister's leadership.

**APPLAUSE**