Schedule 3 Performance Measures

1. Performance Measures

1.1 The performance of the HHS will be measured according to the assessment criteria and processes described in the *Performance and Accountability Framework*.

1.2 Existing performance indicators are mapped to the Health System Domains of the *Outcomes Framework*.

1.3 The detailed specifications for each of the performance measures listed in this service agreement are provided through performance measure attribute sheets.

1.4 The performance measures identified in this service agreement are applicable to the HHS unless otherwise specified within the attribute sheet.

Table 11 HHS Headline Performance Measures - Key Performance Indicators

Indicator Number	Health System Domain	Key Performance Indicator
001	Trauma and Illness	Ambulance Ramping
002	Planned Care	Total Elective Surgery Waiting List
003	Planned Care	Elective Surgery: Percentage of Patients who are Treated within the Clinically Recommended Time
004	Planned Care	Gastrointestinal Endoscopy: Percentage of Patients who are Treated within the Clinically Recommended Time
005	Planned Care	Specialist Outpatients: Percentage of Patients who Receive their Initial Specialist Outpatient Appointment within the Clinically Recommended Time
006	Stewardship	Missed Opportunity to Treat
007	Chronic and Complex	Potentially Preventable Hospitalisations
008	Prevention, Early Intervention and Primary Healthcare	Potentially Avoidable Deaths
009	Stewardship	Hospital Acquired Complications
010	Stewardship	Full Year Forecast Operating Position

Table 12 HHS Headline Performance Measures – Patient Safety Risk Events

Indicator Number	Health System Domain	Patient Safety Risk Event
011	Trauma and Illness	Ambulance Ramping Events Exceeding 2.5 Hours
012	Trauma and Illness	Emergency Department Length of Stays Greater than 24 Hours

‘Heartless KPIs killed our mum’

Family slams ‘appalling’ treatment

EXCLUSIVE
Jackie Sinnerton

The grief-stricken family of a beloved mother and grandma who died in agony say her “appalling” treatment at Ipswich Hospital’s emergency department led to her tragic death, allegedly the victim of the state government’s new emergency department KPIs.

Christine White, a healthy, lively 75-year-old, died in agony after leaving the hospital without being properly treated, her family claims.

Her children say her death was a result of dangerous new policies that prioritised meeting key performance indicators over patient care.

The mother-of-five was rushed to the emergency department (ED) by ambulance in August with severe abdominal pain and vomiting. Her family claims that she was left in a wheelchair in the ED on her own and in distress for at least an hour after coming off the gurney.

Her daughter Brooke Watson said: “She was so well looked after by the ambos for two hours and 15 minutes on a gurney. Then she was ‘dumped’ into a wheelchair and rolled into the ED waiting room where she was left on her own with little care.” The family was horrified when they discovered the hospital had a KPI that required patients to be “offramped” from the ambulance service within two and a half hours.

> **“The thought that our mum may have been left without proper care so the hospital wouldn’t lose funding is appalling”**
>
> **Brooke Watson**

“The thought that our mum was left without proper care so that the hospital wouldn’t lose funding is appalling,” Ms Watson said. “This is our mum. She has five children, myself, David, Amy, Rosemary and Christill and 11 grandchildren. She will miss so much of our lives now for no reason. We are all devastated.”

A coroner’s report found Ms White died from a small bowel infarction -- the death of intestinal tissue due to a lack of blood supply. It is a life-threatening medical emergency that requires rapid diagnosis and treatment.

Another daughter, Rosemary White, said a simple abdominal exam would have found the problem and the family claims they were hit with a further blow when told they would have to lodge a Right to Information request to access their mother’s clinical notes.

The family says their mother was in so much pain that she took a taxi home to get pain relief because she “wasn’t getting quick medical care.”

“In sheer desperation she booked a taxi and took herself home to get some pain relief. She wasn’t the type of woman to do that. She just needed quick medical care and wasn’t getting it. It is not a third world country,” Ms White said.

The family tried to contact her throughout the day before Brooke and her brother David went to their mother’s home at 2am and had to break in.

“We found her passed away in the bathroom. She was gone. Our beautiful mum. We couldn’t believe it,” Brooke said.

Labor Leader Steven Miles said it was clear Ms White’s care was put at risk in an effort for the Ipswich Hospital to meet dangerous new KPIs and that her family “deserves answers.”

In a statement, West Moreton Health chief executive Hannah Bloch extended her deepest sympathies to the family and insisted patient safety is always a priority.

“Our clinical teams go above and beyond in caring for the community and patient safety is always their highest priority. Patient care begins on arrival to ED,” she said. “While patients wait to see a doctor, they are given pain relief and diagnostic tests and kept under regular observation. We have met with Mrs White’s family to answer any questions they have about the care provided to their mother.”

A spokeswoman for Health Minister Tim Nicholls said they were aware of Ms White’s case and had corresponded with her family.

Sisters Brooke Watson and Rosemary White say their mum Christine White died after she went untreated for too long at Ipswich Hospital’s Emergency Department. Picture: Steve Pohlner

Pilot dies in horror crash

A 54-year-old man has died after a skydiving plane crashed off the far south coast of NSW.

The plane, which is designed for skydiving, crashed west of George Bass Dr in Moruya, about 2km north of Moruya Airport, shortly after 2pm Saturday.

The pilot was declared dead at the scene.

He was the only person on board the aircraft at the time of the crash.

“A crime scene has been established and will be examined by specialist officers,” police said in a statement.

A report will be prepared for the coroner.

The Australian Transport Safety Bureau has been notified of the crash.

Anyone with information is urged to contact Crime Stoppers on 1800 333 000.

Prince Andrew

Andrew on Epstein flight log

Prince Andrew and billionaire Elon Musk are named on flight logs for Jeffrey Epstein’s private jet that were released by US Democrats sitting on the House Oversight Committee.

The documents also allege the Duke of York enjoyed a $200 massage, paid for by the late pedophile in 2000.

According to Epstein’s passenger flight log, a flight carrying Andrew is documented to have taken place on May 12, 2000; the name “Andrew” appears again in the flight logs on May 16, 2002.

The prince allegedly flew from Teterboro, New Jersey, to Palm Beach in Florida with Epstein and then-girlfriend and convicted sex offender Ghislaine Maxwell as well as two other individuals whose names have been redacted.

Epstein’s ledger also alleges the prince enjoyed a $200 massage on May 16, 2000.

Epstein’s jet was dubbed ‘the Lolita Express’ because it was frequently used to transport young women to Epstein’s Caribbean island. Epstein frequently paid underage girls to perform massages for him at his Palm Beach home before forcing them into sex acts.

The documents released were part of a batch of 8544 files turned over to the committee by Epstein’s estate.

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