

Not another Case Study

Krystal Fordyce
Senior Respiratory Scientist
Toowoomba Hospital

What to expect

Developing a New Health Service

- Darling Downs Health
- Challenges of Rural Health
- Respiratory Service
- Challenges of Developing the Respiratory Laboratory
- Current progress
- Future development

Darling Downs Health Service

- 29 Facilities
- 6,500 Staff
- 90,000km square
- 300,000 People



The health of Queenslanders 2020 – Report of the Chief Health Officer Queensland

 **300,000**
people (6% of state)

 **~5%**
Indigenous people

 **17%**
> 65 years

 **11%**
smokers

 **18%**
risky drinkers

 **32%**
of adults obese

 **26%**
have no internet

Darling Downs Health Service (in reality)

SW QLD Referring Facilities

- Roma Hospital (342km): 23 beds
- Charleville Hospital (580km): 16 beds
- Thargomindah Medical Centre (877km)

RIU Patients

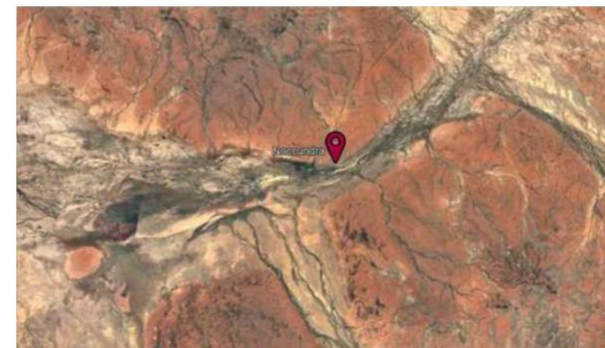
- Furthest South: Ashford NSW (256km)
- Furthest North: **Adavale** (804km) or 9 hours
- Furthest West: **Noccundra** (987km) or 11 hours



*Information found on QHEPS under each Organisational Structures Services page (Sept 2022)



Noccundra has one established building – Any guesses?



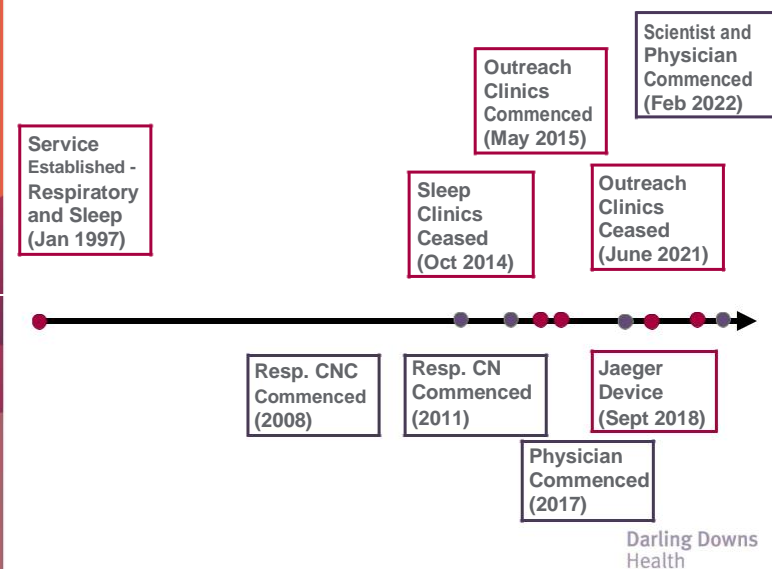
Darling Downs Health

Respiratory Service

3 Physicians
2 Nurses
1 Admin Officer (Temporary)
1 Scientist



Darling Downs Health



Darling Downs Health

Respiratory Statistics



Respiratory Laboratory

The Challenges...

The Early Days

- Room
- Service Demand
- QH Processes
- Device

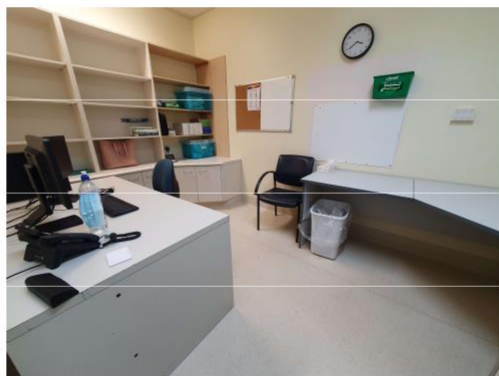
The Settling In

- Service Structure
- Billing Issues
- Device Errors

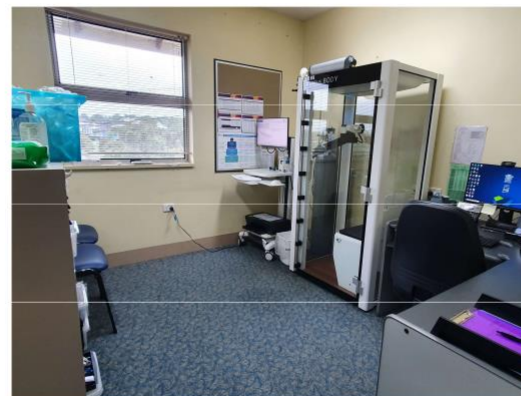
Work in Progress

- Accreditation
- Referral Process
- Establishing the Service

The Early Days



The Early Days



The Early Days

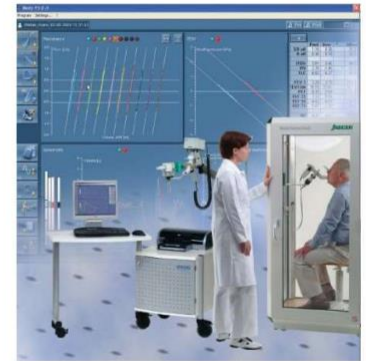
Service Demand

- Projected for 3 months set-up
- Outsourcing ceased immediately – Medical Director
- Inpatients: Day 2
- Outpatients: Day 9
- Externals: Transferred from CIU
- Further complicated by QH Processes

Darling Downs
Health

Device Dilemma

- ✓ Scientist
- ✗ Operational Device
- ? Options
 - Upgrade
 - Funding
 - Approvals
 - PIA limitations
 - Procurement



Darling Downs
Health

Settling In

Darling Downs
Health

Billing

- National Health Reform Agreement: Clause G20

Service Structure

- Model of Care

Device

- September/October: RGA failure

Work in Progress

Accreditation

- Dedicated time during first 3 months
- Offline Time

Referral Process

- Request form updates and streamlining

Establishing the Service

- Defined Clinical Measurements Unit
- Expanding services: GP Smart Referrals

Darling Downs
Health

Future Developments



CMAR
Approval

Scientific
Staff



New
Toowoomba
Hospital

Darling Downs
Health

Darling Downs
Health

Questions?

Day one of new role:



Ten months later:



Queensland
Government