

Our challenge

Skills Shortage Ageing Population Chronic Disease



Demand vs Capacity Finite Resources

Our strategic context

A world-class health system for all Queenslanders.

Department of Health Strategic Vision

To be Australia's exemplar public healthcare service

- Provide equitable access to excellent care
- Deliver great value
- Lead by innovating and collaborating
- Maintain and develop an exceptional workforce

Metro South Health Strategic Vision

To enable, influence and lead the continuing convergence of healthcare and technology to deliver improved outcomes for our patients, their families, the community and our workforce.

Digital Health Strategic Purpose

Metro South Health 2023-28 Digital Health Strategy

Our vision and strategic direction



The Metro South Health vision and purpose drive everything we do, and our Digital Health Strategy underpins how we do it.

Metro South Health remains one of Australia's most accessed health services with an increasingly diverse community. Our vision is to be Australia's exemplar public healthcare service and our purpose is to ensure quality healthcare every day to the community we serve.

Metro South Health has extensive digital healthcare systems which enable us to deliver better connected care. Metro South Health has been recognised as one of Australia's first digital health services. We have a strong cultural foundation to think differently and look beyond our existing digital capabilities to deliver contemporary models of care that benefit all.

Metro South Health's Digital Health Strategy defines six focus areas to enable safe, quality healthcare and build on our existing leadership position in Australia's digital healthcare environment.

In addition, the Strategy contributes to meeting our health service strategic objectives to provide equitable access to care, deliver value, lead by innovating and collaborating, and maintain and develop an exceptional workforce for our patients and consumers.

Noelle Cridland
Chief Executive, Metro South Hospital and Health Service

Metro South Health 2023-28 Digital Health Strategy

Strategic Measures

Our Focus Area	Digitally Empowering Consumers Families and Care Providers	Right Information at the Right Time	Freeing Care Delivery from Time and Place	Trusted and Secure	Streamlined Digital health adoption Innovation and Research	Enhancing Safe, Quality Patient Care
Alignment to MSH Strategic Plan	<p>Provide Equitable Access to Excellent Care</p>	<p>Provide Equitable Access to Excellent Care</p> <p>Deliver Great Value</p> <p>Lead by Innovating and Collaborating</p>	<p>Deliver Great Value</p> <p>Provide Equitable Access to Excellent Care</p>	<p>Deliver Great Value</p> <p>Maintain and Develop an Exceptional Workforce</p>	<p>Lead by Innovating and Collaborating</p> <p>Deliver Great Value</p>	<p>Provide Equitable Access to Excellent Care</p>
Our Strategies	<p>Empower consumers to play a more active role in their healthcare through Digital health.</p> <p>Actively engage with consumers to co-design optimal digital experiences.</p> <p>Use digital health capabilities to promote choice and better access to healthcare for all members of our community.</p> <p>Improve our digital presence to better connect with our patients, families and healthcare providers.</p> <p>Support the First Nations Equity Strategy to improve access to and experience of healthcare services leveraging digital health technologies.</p>	<p>Promote more informed decision making through the increased access to quality, timely and accurate data.</p> <p>Provide a more holistic view of the organisation through converged data.</p> <p>Promote greater effective, ethical and appropriate use of data through improved data governance.</p> <p>Ensure our workforce has the skills and awareness to consume and leverage data to perform their roles.</p> <p>Enhance the organisations ability to leverage data to deliver services through advanced analytic capability.</p>	<p>Promote and support integrated models across the care continuum supported by digital technologies that offer flexibility for consumers and clinicians (including primary care providers).</p> <p>Provide equitable access to a variety of models of care delivery leveraging digital technologies that is intuitive and efficient to use for both consumers and clinicians.</p> <p>Advocate for sustainable funding that will encourage uptake and innovation of digital technologies that will enhance models of care.</p> <p>Enhance the uptake and adoption of digital technologies within consumer cohorts that traditionally have reduced access to health care and poorer uptake of technology.</p>	<p>Reduce organisational information security risk by maturing our processes to leverage best practice standards and frameworks.</p> <p>Ensure our workforce has the skills and awareness to perform their roles in a cyber responsible manner.</p> <p>Improve the organisations level of preparedness for a cyber event.</p> <p>Enable the introduction and adoption of new technologies in a secure manner.</p> <p>Enhance the reliability, security, and quality of applications through matured application custodianship.</p>	<p>Demonstrate the value of digital health through evidence-based research.</p> <p>Leverage a mature governance process to ensure greater translation of innovation into value-based outcomes.</p> <p>Extend our ability to undertake research and innovation through growing industry and academic partnerships.</p> <p>Maximise the ability for digital health to be part of research through closer integration of research and academia.</p> <p>Mature our digital foundations to be more agile and responsive.</p>	<p>Facilitate access to consistent, trustworthy and real time patient safety data.</p> <p>Generate standardised care practices that can improve healthcare outcomes through consistent, trustworthy, and real time patient safety data.</p> <p>Enhance the organisation's digital health capability to effectively and safely use our systems.</p> <p>Explore contemporary technologies and invest in translational research to enhance quality and safety.</p> <p>Improve the integration and interconnection of digital health systems.</p>
Our Measures	<p>Increase in consumers and care providers leveraging digital health as part of their healthcare.</p> <p>Increase in the participation of consumers and care providers in the design of digital health initiatives.</p> <p>Increase the number of first nations people accessing healthcare using digital health technologies.</p>	<p>Increase in organisationally defined, standardised and agreed KPIs, metrics and definitions.</p> <p>Increase the availability of curated data sets to allow self service capabilities.</p> <p>Increase the organisation's assessed data governance maturity level.</p> <p>Increase the organisation's data literacy to promote greater understanding of data and promote data driven decision making.</p> <p>Increase the number of data science and advanced analytics projects and research.</p>	<p>Increase the number of synchronous and asynchronous models of care that allow multiple care providers, consumers and carers to engage and support patient centred care.</p> <p>Increase uptake and adoption of digital health technologies within consumer cohorts that have traditionally had reduced access to health care and poorer uptake of technology.</p> <p>Increase the number of interdisciplinary service models that leverage digital solutions in order to reduce barriers to improve care.</p> <p>Increase the number of digital technologies that support patients through their care journey.</p>	<p>Increase the percentage of critical and at-risk systems that have undergone an information security and third-party supply chain assessment.</p> <p>Improve the cyber security cultural awareness of MSH staff.</p> <p>Reduce the number of At-Risk Systems.</p> <p>Reduce the number vulnerabilities on critical or at-risk systems.</p>	<p>Increase research that is focused on digital health.</p> <p>Increase digital health partnerships with industry and academia.</p> <p>Increase in the number of initiatives assessed and prioritised through a value based digital health governance framework.</p> <p>Increase the number of available digital capabilities and platforms to support research and innovation.</p>	<p>Increase instances of automated information flow between systems to improve operational efficiencies and data quality.</p> <p>Creation of a consolidated quality and safety data set.</p> <p>Ensure any new digital health technology has a defined support model that can influence safe and effective use of the technology.</p> <p>Demonstrate examples of translating quality and safety data into practice, leading to improved patient and health outcomes.</p>