

The *Digital and Data Strategy 2024-2028* is an enabler of Children's Health Queensland's Strategic Plan and provides a roadmap of programs to strengthen and empower generations through trusted, connected and visionary healthcare.

### Message from our leaders

Children's Health Queensland (CHQ) is a specialist statewide hospital and health service dedicated to caring for children and young people from across Queensland and northern New South Wales.

Over the last decade CHQ has made significant investments in its digital and data capabilities. The current state presents strategic drivers, challenges, and opportunities that require our attention to enhance how digital and data are leveraged in the future.

Our commitment to digital transformation is guided by these drivers and will ensure that technology is used effectively to improve the way we live, work, and deliver world-class healthcare.

**Frank Tracey** | Health Service Chief Executive

**Heather Watson** | Board Chair

Children's Health Queensland Hospital and Health Service

### Strategic direction

Through extensive consultation and journey mapping, three priority areas were identified to transform CHQ's digital and data into the desired future state.

These priorities are our north star: providing direction for digital and data investment over the next four years. Each focus area has aligned objectives and outcomes to enable trusted, connected, and visionary care.

#### Goal 01



#### Trusted care

Build strong foundations

##### Objectives

- Enhance the integrity, reliability and agility of CHQ's systems and processes.
- Future-proof CHQ's digital and data ecosystem and workforce capacity.

##### Outcomes

- ✓ Enhanced trust and confidence among healthcare workers and consumers.
- ✓ CHQ is digitally enabled, and data-powered, ready to tackle future challenges.

#### Goal 02



#### Connecting care

Empower collaboration in care

##### Objectives

- Enable digital modes of collaboration across system boundaries.
- Enable digital models of care across geographical boundaries.

##### Outcomes

- ✓ Enhanced human-centred and integrated care.
- ✓ Enhanced care delivery closer to home, and collaboration in care.

#### Goal 03



#### Visionary care

Transform for impact

##### Objectives

- Embrace advanced initiatives to drive sustainable health outcomes.
- Become a powerhouse of innovation, through research, learning and development.

##### Outcomes

- ✓ Efficient and effective healthcare services, providing higher value care.
- ✓ Engaged, empowered and highly skilled workforce.





<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Trusted care</p> 	<p><b>Technology sustainability</b> Establish practices that ensure technology operations and programs are sustainable.</p> <p><b>Integration and automation solutions</b> Fast-track systems integration and automated processes.</p>	<p><b>Secure collaboration and sharing</b> Develop secure methods and practices for collaborative sharing of information.</p> <p><b>Digital tools uplift</b> Ensure digital tools work together smoothly and taking action to support their optimal performance.</p>
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Connecting care</p> 	<p><b>Cut through the clutter</b> Reclaim time, enhance productivity, and simplify practices for greater human connection.</p> <p><b>Digital connection</b> Enhance digital systems to enable seamless teamwork and collaborative efforts along the care continuum.</p>	<p><b>Unified digital experience</b> Improve and enhance digital experiences for CHQ consumers, employees, and partners, to boost satisfaction and overall engagement.</p>
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Visionary care</p> 	<p><b>Digital discovery lab</b> Explore ideas, experiment with data and solutions, and innovate for positive outcomes.</p> <p><b>Data and analytics transformation</b> Harness the power of data to evolve CHQ.</p>	<p><b>Digital and data academy</b> Foster a culture of curiosity, build connections, and champion continuous learning.</p>

## Guiding principles

01

### Outcome focused

Pursue programs with a clear and meaningful objective and harness technology, innovation and data to provide ongoing positive, timely and impactful value.

02

### People-centred

Put people at the centre of our services and systems to streamline, simplify and enrich their experience.

03

### Leave no one behind

Collaborate and co-create with consumers, employees and partners to ensure roadmap programs keep relevant, do no harm and leave no one behind.

04

### Simplify and adapt

Leverage common and shared capabilities and solutions where possible, and iteratively adapt to CHQ's evolving needs.

05

### Champion learning

Empower our employees and partners to innovate and grow, by fostering a culture of curiosity, creativity and collaboration.

## How you can be involved

Your input and feedback is essential to the success of the strategy. To find out more information and how you can get involved please email us at [CHQ\\_DigitalStrategy@health.qld.gov.au](mailto:CHQ_DigitalStrategy@health.qld.gov.au).