

# CENTRAL HIGHLANDS HEALTHCARE ANNUAL REPORT 2022/2023



# About Us




## Vision

Better Healthcare Together



## Mission

The three pillars of CHH are to provide comprehensive multi-disciplinary primary care, health promotion and illness prevention and to develop the primary health care workforce.



## Values

Commitment to Excellence  
Compassionate and Caring  
Integrity and Respect  
Responsive and Agile





**Total EMG Appointments - 44,589**

**EEM Doctor Appointments: 1,825**

**EMG Doctors Appointments: 31,276**

**Nurse and Other appointments: 9,354**

**Telehealth Appointments: 3,536**

**Number of individual patients seen: 12,171**

**Phone calls answered: 46,594**

**Time spent on the phone: 1597 hours (over 66 days)**

**Nursing home visits: 649**

**Exercise Stress Tests: 15**

**Skin Lesions Removed: 734**

**Melanomas: 15**

**Vasectomies: 48**

**Respiratory Assessments and Treatments: 1,559**

**Covid-19 Vaccinations Given: 575**

**Coal Board Medicals - 861**

**AMA Sign off's - 948**

## Our Board



**PAUL BELL AM**  
**CHH BOARD CHAIRMAN**

Paul was elected Chairman in 2014 and has been a director since 2012.

Paul was a local government Councillor from 1985- 2020 and has a strong history of board leadership including the health, energy, rail, superannuation and community service sectors. Paul is Chair of the Central Queensland Hospital and Health Service, Commissioner and Chair of the Queensland Local Government Grants Commission and recently retired from his position as a Councillor at Central Highlands Regional council.

Paul was awarded the Order of Australia, General Division in 2005. He has a Bachelor of Business Administration and is a Member of the Australian institute of Company directors



**GREG MCDONNELL**  
**CHH BOARD DEPUTY**  
**CHAIR,**  
**FINANCE COMMITTEE**  
**CHAIR**

Greg was appointed a Director in 2015.

Greg has been a partner in the accounting practice McDonnell Hume Partners since 1992, which provides advice to individuals and businesses of the Central Highlands, including the agricultural, coal mining and retail industries.

Greg qualified as a chartered accountant in 1990 with Ernst & Young in Sydney and has a Bachelor of Economics with majors in Accounting and finance. He has a Diploma in Financial Planning and is a fellow of the Institute of Chartered Accountants.



**WENDY MCPHEE**  
**SECRETARY,**  
**CLINICAL**  
**EDUCATION**  
**COORDINATOR**

Wendy was appointed a Director in 2015.

Wendy has 23 years of experience running a medical practice, having worked as Practice Manager of Emerald Medical Group from 1992 to 2015.

Wendy is an active member of the local community, volunteering her time in various roles ( P&C, Red Cross, Eisteddfod etc). She is currently Volunteer Finance officer/ Front of House for Emerald Academy of Dance. Wendy has a Bachelor of Science (Medical Laboratory Technology). Wendy has a current appointment as a training officer with James Cook University GP Training.

## Our Board



**CLINTON ADAMS**  
**BUSINESS**  
**DEVELOPMENT**  
**COMMITTEE CHAIR**

Clinton was appointed a Director in 2013. Clinton has lived in Emerald for over 35 years. Originally an Electrical Fitter & Mechanic, Clinton spent over 30 years in the Real Estate industry in Emerald. He successfully started and operated a Real Estate business for over 25 years and is a fully qualified Auctioneer and Real Estate Developer. Clinton has also developed and built numerous buildings such as Emerald Post Office and Rabo Bank, several Motels and many sub-divisions. Clinton spent 2 years on the committee for Central Highlands Sporting Game Plan Initiative (to take sport to the next level in Central Queensland). Clinton is on the committee for the Bush Children's Health Scheme.



**PAT LYONS**  
**GOVERNANCE**  
**COMMITTEE CHAIR**

Pat was appointed a Director in 2014. Pat has lived in Emerald since 1991 with roles in Public Administration and Management in the Queensland Public Service prior to entering private enterprise in 2002, opening a Branch office of Taylor Byrne Valuers in Emerald at that time. Pat has extensive involvement in local business and community organisations in the Central Highlands over many years. He currently serves as a director of Central Highlands (QLD) Housing Company Limited and is president of the Emerald Sunrise Rotary Club. He is a past president of the Emerald Jockey Club.

# Central Highlands Healthcare Chair Report

Budget integrity for all parts of Central Highlands Healthcare has been the major focus of the Board over the past 12 months. As Emerald Medical Group moved back to pre COVID conditions and Emerald Employment Medicals continued to add value to the business side of the Company, it has been time to review and reassess what financial sustainability looks like for CHH Ltd. Workforce issues have been the major factor putting pressure on our income stream and patient appointments numbers alike. Workforce and a new workforce model will be a significant focus of the Board over the next 12 months.

In line with the Board's growth strategy and pressure on our existing building footprint, expansion has been front and centre of Board activities. With a significant grant from the Australian Government to build an Allied Health facility, design and planning works have been ongoing in consultation with our partners. This is in line with the original ambition of CHH Ltd to expand Allied Health services to the region and provide facilities to cater for local or visiting medical and allied health professionals. As well as delivering to patients and the community, this facility will also offer training opportunities led by our university sector. The Allied Health wing will be ready for its first patient in late 2024.

One of our most trusted partners in Medical Training has been the James Cook University and it's been perfect timing that a new partnership has been formed to see JCU's Rural Health Multidisciplinary Training Facility built adjacent to our existing training rooms. The building will be a great addition to the regions training facilities, but the JCU model of learning is a real game changer for our existing Allied Health professionals, residents, and the communities on the Central Highlands alike. Together JCU and CHH Ltd can and will make a difference to the lives of people of all ages through this partnership and hopefully we will build a willingness for students that experience our rural way of life to stay and practice in rural and regional Australia.





## CHH Chair Report continued

This year has seen the Better Healthcare Foundation engage in a conversation with the community on what different models of renal dialysis could be provided in Emerald. There has been a very generous response financially to this proposal but the final option on a public private model is still being worked through. The new extension will certainly have space and capacity to deliver dialysis and the Board is supportive to a community led private facility being located in the Allied Health wing.

What has been built by this Social Enterprise CHH Ltd known as Central Highlands Healthcare or Emerald Medical Group or Emerald Employment Medicals over the last six years is simply remarkable. The passion, drive and vision led by Wendy McPhee, Clinton Adams, Pat Lyons and Greg McDonnell has been extraordinary. This collective is the most effective group of people I have ever worked with. They volunteer their time and knowledge to ensure great outcomes for patients, doctors, nurses and staff. The CH region is truly indebted to this team for the commitment given and the position taken that you never ask for anything in return.

Our CEO Renee Barlow has again led the organisation perfectly and a big thank you to you, all our nurses and staff for an astonishing year. It's been tough managing appointments and embracing our values of care when some of our community behave badly. Be assured you are very respected and loved. Dr Ewen McPhee and all the medical team, thank you for the continuing very high standard of care given to all patients. It is a privilege to be a part of a group delivering on our mission of building better healthcare together.

The year would not have been as successful as it was if wasn't for the strong partnership with the Federal Department of Health and our great friends at the Emerald Hospital and the CQHHS team. To all our friends in health that serve the CH area along with our members, we have again delivered another successful year. The team at CHH Ltd is looking forward to working with you all to keep building and growing future health opportunities for our community.

**Paul Bell**

**Central Highlands Healthcare Chair**



# Chief Executive Officer Report

This year has been an exciting one for CHH. We have commenced two significant projects that will be valuable to the community and help us achieve our aims of “Better Healthcare Together”. Firstly, we have received funding to expand our building with the addition of two wings. This will see the 10 new allied health consult rooms, and training space that will be double in size. This will allow us to expand the allied health services we provide and bring much needed healthcare services to the community. Secondly, we are working to establish a renal dialysis unit in Emerald. This will have significant impact in supporting patients currently travelling to Rockhampton or Brisbane to have local treatment. CHH would like to acknowledge the generosity of the community in donating to this cause.

The Covid-19 respiratory clinic has formally closed and has transitioned back into business as usual. But continues to provide challenges for the patient flow. We are still experiencing staff absences for Covid-19 and fluctuations in the demand for respiratory appointments. We continue to adapt our services to prioritise and support the community, but this is continuing to challenge our resources

From a training perspective firstly CHH would also like to acknowledge Dr Bodetti for achieving fellowship with ACRRM, this is a significant achievement and well deserved. We also welcomed our new Registrars, Dr Hurlock, Gibbons, Thomson and Ionescu and Dr Gabaza to the team to complete their GP training program. Unfortunately, we have also had a few of our Registrars transition into specialist training placements, but we wish them well. We continue to provide placements for nursing and medical students, interns, Heart of Australia and Next Gen Students and work experience from the local high schools. Additionally, we also expanded our aim of developing the healthcare workforce to include business administration training for our reception team. CHH would like to congratulate Skye Wilson on the completion of her Certificate 4 in Business Administration.



Skye Wilson studying for her Cert 4 in Business

JCU CQRRH has been a valuable addition to the community and we are happy to continue to support their development of the allied health workforce. An exciting next step for JCU will be the building of their dedicated training space co-located in our “medical village”. Building is expected to commence in the new year in parallel with our building expansion.

Financially, CHH has had a good year and finished strongly. However, we continue to be faced with ongoing challenges regarding workforce capacity and the financial viability of General Practice. This is not a new challenge, however, and CHH continues to look at innovating ways of operating, ways of improving our processes and encouraging rural health as a career path.



## CEO Report continued

This year we were also excited to welcome Yumba Brew to the "Emerald Village". Provided by Yumba Bimbi, our coffee shop now provides supported employment to people with disabilities and a wonderful coffee. Welcome to the team!

To finalise, the team has provided over 31,000 appointments with EMG doctors and 1,825 appointments with EEM doctors. These numbers highlight just how much we do achieve each year. To the CHH Board, thank you for your valued support and guidance throughout the year. To the doctors, nurses, administration team, you are amazing! Each and every day you are providing a much needed and valuable service to the community.

**Renée Barlow**  
CEO



Yumba Brew opening

# Sentinel General Practitioner Report

The COVID-19 Pandemic continued to provide challenges during the 2022-2023 financial year. Our GP Led Respiratory Clinic continued until funding ended in February 2023. Thanks goes to all the doctors and staff that worked tirelessly to support assessment, treatment and vaccination of patients via the GPRC for the period it was open. This work provided a vital service to the community. With the ceasing of the funding in February 2023 measures were implemented to integrate the diagnosis, assessment and treatment of patients with respiratory illnesses back in to the day to day General Practice workflow while trying to minimise spread of disease. An isolation room was set up inside the main building to be used for any patients presenting with respiratory symptoms to be seen in. Full PPE continued to be available to doctors and staff and the isolation room is thoroughly cleaned by the nursing staff between isolation patients.

Teaching and Training continued to be a priority for the practice. GP Registrars, Interns, International Medical Graduates and students are all supported in their journey by the senior clinicians and staff. Wednesday mornings each week we see the day start with a training session where interactive discussion around cases and topics contribute to the education of both teacher and student! Thanks to our senior GP's Dr Gramae Pagel, Dr Amanda Tait and Dr Nikki Harch for their help facilitating these sessions with myself. The sessions certainly keep us as Educators on our toes!

In the 2022/2023 year we farewelled Dr Nipuna Wickremaratne who relocated to Brisbane for a paediatric placement, Dr Jackie Holloway who went on maternity leave, Dr Evan Morgan who went to complete an AST in anaesthetics and Dr Natalia Anderson who left to complete her AST in palliative care.

We also see Dr Amanda Tait transition to telehealth only appointments as she relocated to Yeppoon for family reasons. We welcomed Dr Christine Gabaza, Dr Hollie Gibbons, Dr Caitlin Hurlock, Dr Madeline Thomson and Dr Andrei Ionescu.

Visiting Specialists continued to provide sessions on a regular basis allowing patients access to these specialties close to home. Our visiting specialists included Dr Sangla



Dr McPhee educating students at the Doctor for a Day session

## Sentinel General Practitioner Report continued

(endocrinology), Dr Campbell (Plastic surgery), Dr Connors and Dr Taylor (Cardiology). Dr Michael Williams (Paediatrics) also offered support and training via videolink for our doctors. The practice also offers facilities for visiting allied health practitioners including psychologists, audiologists, dieticians, diabetic educators and cosmetic injectables.

Interns continued to enjoy 10-12 week placements to experience a taste of General Practice. These interns were working at Rockhampton Base Hospital and were funded for a GP placement as one of their elective terms under the Rural Junior Doctor Innovation Grant funding. The Interns were supported in the practice by GP Supervisors who reviewed each patient for feedback and confirmation of management. The interns enjoyed the fact that they got to review their own patients but also have the support of a senior clinician to guide management and treatment. Having the Interns in the practice allows the practice to offer some bulk billed appointments to patients seen by the intern irrespective of whether they have a concession status or not. It also helps manage on the day type presentations with appointments not being released in advance.

Employment Medicals continued to be a large portion of work. From April 2023 all medicals for the Coal Mine Workers Health Assessment scheme needed to be completed via Res Health. This online portal saw a large increase in workload for our AMA (myself) and EMO's (Dr Livia Sipetean and Dr Edward Barlow) with challenges around implementation and visibility for support staff. Thanks to our EEM admin group who supported our doctors, as well as employers and workers, to the best of their ability under trying circumstances.

Our Better Healthcare Foundation continued to support increased access to vital medical services for our community. They worked in partnership with Headspace and the Neighbourhood Centre to facilitate access to medical care for identified vulnerable patients at no cost to the patient. The Foundation also supported Health Promotion Activities including Free mini Health checks at local events, diabetes education services, and healthy heart week activities. A local campaign to support renal dialysis services being established in Emerald was supported by the Foundation and a separate account was established to hold donations for this purpose.

My thanks goes to our board members for their continued voluntary support of our organisation. Without the many hours volunteered by this small



*Dr Ewen McPhee AM*



## Sentinel General Practitioner Report continued

group of people the organisation would not be where it is today. Their leadership, advocacy and commitment to their community must be commended. The board is supported in their endeavours by Renee Barlow, our CEO, and her management team.

JCU CQCRRH (co-located on site) went from strength to strength offering service led learning placements in addition to the regular clinical placement for students in a range of health disciplines. The team at CQCRRH is helping to grow our health workforce and services available in the area. The clinical leads and students help enrich the learning environment in our 'medical village'.

Workforce continues to be one of the biggest challenges facing rural medicine. We have been fortunate to be able to share Rural Generalist Registrars with Emerald Hospital and continue a close working relationship with the hospital. This helps access to Primary care while those registrars are completing their training. Challenges around GP financial viability is a constant problem with General Practice being unable to match the terms and conditions offered in the hospital system. Talk around a Single Employer Model of Funding continues as one possible option to address this for registrars at least.

**Dr Ewen McPhee**  
**Sentinel GP**



# Committee Report

## Governance

This year has been a consistent year for the governance committee. In March 2023 we closed the Covid-19 respiratory clinic and transitioned the service back to our normal operations. However, Covid-19 continues to provide challenges with isolation of patients, waves of positive cases in Emerald and staff absences with sickness. Partnered with the shortage of appointments this has put additional strain on the service to provide care. This year has also seen the receipt of Government funding to expand our building with two new wings, one for allied health consultations and one for expanded training facilities. We also reached agreement with JCU to construct their new training campus on our site early in 2024. As a governance committee we have been working to ensure the correct arrangements are in place to support these further developments on the site with the signing of a Body Corporate Management agreement with BCS based in Mackay. The Body Corporate Committee will be formed and enacted upon the completion of these new buildings on site which is an exciting step forward.

There have been two significant challenges to the Governance committee this year, the shortage of appointments due to fluctuating doctor numbers and the general turnover of staff, to which we are not immune. Our ability to provide appointments continues to be a challenge that the Governance committee acknowledges and is working on addressing, through updating our Workforce Management Plan. The major dilemma is the shortage of available General Practitioners, both locally and across Australia, and ongoing demand from patients for appointments with this demand outstripping our ability to service the patient demand. This has resulted in rising levels of frustration from patients and in some cases verbal abuse to our staff.

This has been coupled with recent changes in bulk billing arrangements and no other private doctors in Emerald providing a bulk billing service. Our ability to bulk bill and remain viable, matched with a community expectation that we will provide a bulk billing service on demand is also causing concern with a small number of patients refusing to pay. The Governance committee is working with the staff to improve our processes and clarify our bulk billing policies and as a result prevent nonpayment of fees. As part of our review





## Governance Report continued

and future proofing the business we will also be looking at innovative ways of providing healthcare into the future that meets the needs of the community with the available resources.

Another key focus for this year has been the expansion of our members. This year we have welcomed the addition of Annette Smith, Grant Hancock, Alissa Herman and Cameron Heath. We are excited to have new additions to our membership group and welcome them as members. Hopefully over the next year we can add further to this membership group and use this as a steppingstone for future Board Members.

### Pat Lyons

#### Governance Chair

*Governance Committee Members: Pat Lyons (Chair), Paul Bell, Wendy McPhee and Renée Barlow*





# Committee Report

## Business Development

As we head towards the Christmas break the Business Development Committee and CHH Building Group Steering team are busy completing the final stages for the tender of an extension to the existing building. This extension will involve the addition two additional wings. The primary use for the buildings will be Allied Health, Training rooms, Specialist Rooms and the creation of a specialised Kidney Dialysis Room. These wings are being constructed with funding from the Federal Government and facilitated by Country to Coast (previously the PHN).

This exciting project has been underway for over a year and the Steering Team has been meeting fortnightly to achieve the outcome and are now awaiting final construction/tender quotes. The closing date for construction quotes will be the 15th of December 2023 with a formal tender awarded to the successful applicant before Christmas. Workshops have been conducted in November with local Contractors on this Project to enable a fully functional understanding of the project. We are anticipating construction to start in or about Feb/March 2024 with the wings opening later in 2024.

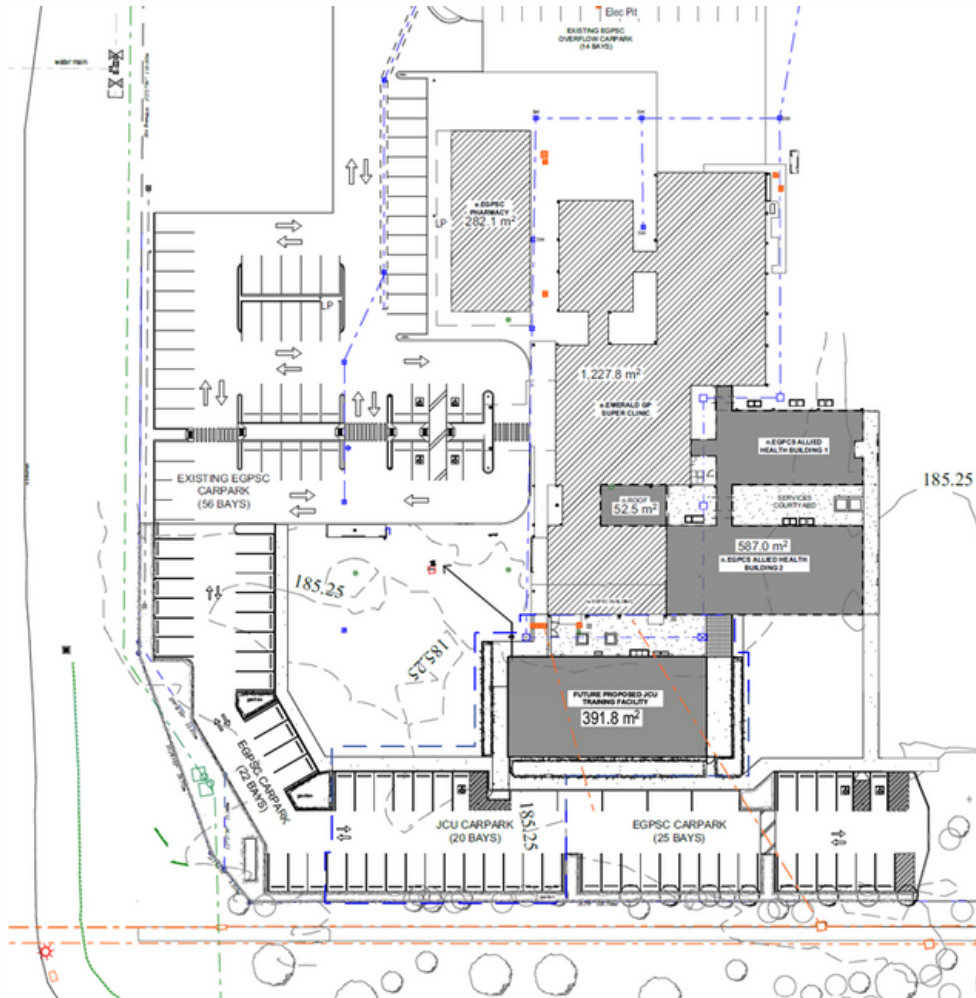
This exciting project would not be possible without the hard work of the Chair of Central Highlands Health Board Paul Bell who lobbied and identified this essential health need and requirement in the Central Highlands Region. The new spaces will provide comprehensive training programs, Allied Health services and extra Specialist services essential for the health system in the region. This will help us to achieve our aim of developing a high-quality workforce and increasing the health and wellbeing of the community.

The Business Development Committee and Steering Team including Paul Bell, Wendy McPhee, Greg McDonnell, Renee Barlow and Project Co-Ordinator Sonya Comiskey and other consultants have all worked tirelessly to bring the project to this practical stage. I would like to finish by saying thank you for a productive year.

**Clinton Adams**  
**Business Development Chair**

*Business Development Committee Members: Clinton Adams (Chair), Paul Bell, Greg McDonnell and Renée Barlow*

## Proposed Building Plan



*Proposed building plans*





# Better Healthcare Foundation

## Committee Report

### Community Engagement

The Better Healthcare Foundation continued to work towards improving health access in the Central Highlands Community as well as Health Promotion.

Projects in the 2022/2023 Financial Year included:

- Employing a full time Diabetes Educator to improve access for people living with or at risk of diabetes. Shirley Ann Bailey joined the team in this role and has worked hard to raise the level of support provided to the community around diabetes.
- Supporting access to medical appointments, by referral, for clients from Headspace and The Neighbourhood Centre. These partnerships support identified clients to access the care they need at no cost to the patient.
- Loaning Palliative Care Equipment, free of charge, to those in need in the community. Our library of equipment includes 3 palliative care beds, complete with special mattresses. These can make a huge difference to the comfort of patients wanting to die at home.
- Patient Pick Up Service. Despite the ongoing pandemic our patient pick up service was still offered to help those patients with no access to transport to allow them to access the health services we offer.
- Park Run/Walk several 'takeovers' of Park Run events where we provided volunteers to run the event and promoted this free, healthy activity to our community throughout the year. Park Run is completely run by community volunteers. It occurs weekly in the Emerald Botanical Gardens and is free for participants. All fitness levels are catered to. Volunteers walk at the end of the group to ensure no one gets left behind!
- Subsidized rental for specialist and allied health services to continue to allow patients to access services close to home where possible.
- Support of patient to specialist telehealth services through provision of free access to rooms for patients
- Health Promotion Activities such as



*EMG Park Run: Dr McPhee and Paul Bell (CHH Chair)*

## Community Engagement Report continued

Women's and Men's Health nights, Emerald Show, Agrow and Careers Nights

- Support and Fund Holding for a push for renal dialysis access in the Central Highlands Community. Several community events were held throughout the Central Highlands such as a dog walk (4 paws for a cause) in Emerald and a Cent Sale in Clermont.
- RACQ Cap Rescue service was supported by us being a member of their rescue300 club. This annual sponsorship helps support the retrieval flights needed for medical transfers in the region.
- Partnership with Yumba Bimbi to open Yumba Brew a small hole in the wall coffee shop at the clinic. Yumba Brew offers paid employment to disabled workers in a supported placement.

### Wendy McPhee

#### Community Engagement Committee

*Community Engagement Committee Members: Gail Godwin-Smith (Chair), Paul Bell, Wendy McPhee and Renée Barlow . Note: Gail resigned in February 2022.*



*RACQ Cap Rescue Helicopter Partnership*



## Education and Training

Teaching and Training across the medical workforce continuum was a focus for the practice in the 2023-2023 financial year. Expansion into allied health partnerships via the James Cook University Central Queensland Centre for Rural and Remote Health (JCU-CQCRRH) expanded the teaching happening on site. JCU-CQCRRH offered support for students in all health related disciplines including Nursing, Physiotherapy, Exercise Physiology, Social Work, Occupational Therapy, Speech Therapy and others as well as Medical Students. JCU-CQCRRH is co-located on site and work closely with the practice to provide a rich learning environment for all.

Central Highlands Healthcare have education and teaching as one of the 4 pillars of the organization. Teaching occurs as a normal part of daily practice life with everyone being involved on some level.

Our Senior medical educators, Dr Ewen McPhee and Dr Gramae Pagel with support from Dr Tore Nordland, Dr Livia Sipetean, Dr Nikki Harch and Dr Brendan Hill provide the teaching and training for the GP Registrars/Rural Generalist Registrars and Interns. The registrars along side the senior doctors provide teaching and mentoring for medical students at all levels. Special mention to Dr Edward Barlow who has provided special skills sessions for the medical students and nurses/nursing students around cannulation.

We owe all our doctors a huge thanks for continuing their commitment to training the next generation of medical practitioners.

Our GP Registrar numbers started with 7 in July 22 and finished with 9 in June 2023. Several GP Registrars moved on in early 2023 to complete their advanced special skill and we look forward to welcoming these doctors back in 2024. In February 2023 we had 2 new registrars Dr Caitlin Hurlock and Dr Holly Gibbons join us and then in May 2023 we had Dr Madeline Thomson and Dr Andrei Ionescu join to complete the Primary care component of their training.



*Dr Barlow teaching cannulation*

Dr Christine Gabaza joined the practice full time under level 1 supervision as she completes her introduction to practicing medicine in Australia. We thank Dr McPhee and Dr Nordland for taking responsibility for her AHPRA supervision to allow her to work in our area providing valuable medical care for the community.

## Education and Training Report continued

CHH has continued to host Interns currently under the John Flynn Grant program. We host Interns from Rockhampton Base Hospital for a period of 10-12 weeks at a time. Interns are supported by the senior clinicians in the practice to experience medicine in a General Practice setting. Each patient seeing the Intern is reviewed by a supervisor before leaving the practice giving the Intern a 1 on 1 learning experience with each and every patient seen. These appointments are bulk billed so offer a bulk billing option for patients with no concession cards but who may wish to access bulk billed health services. Feedback from the Interns is overwhelmingly positive. A huge thanks must go to our GP Supervisors Dr Tore Nordland, Dr Gramae Pagel, Dr Amanda Tait and Dr Ewen McPhee who support these junior doctors.

The practice hosted medical students from various universities for placements throughout the year. These ranged from 1st year students in an undergraduate course at JCU to 3rd year University of Queensland students in a post graduate course. Placements ranged from 3 days to 6 weeks. We also hosted several tours of Next Gen students, on placement with the Heart of Australia buses, for a one-day intro to our practice.

Our nurses, led by Team Leader Parvind Sandhu, supported nursing students from CQU and JCU to complete placements. The nursing team also hosted a number of VETIS students to allow them to complete placements.

Lea Volk, a final year medical student from The Netherlands completed a 6 week international placement in our facility, exploring the differences and similarities between family medicine in both countries.

Pharmacy students completing placement in Emerald were supported to accompany our doctors on ward rounds to Avalon nursing home to gain experience in aged care medication reviews. Thanks to Dr Tore Nordland for always being happy to have these students accompany him on his rounds. The students found the rounds very valuable learning experiences. Ad hoc support as required was provided to various Allied health students via JCU CQ CRRH partnerships.



*Our intern and Dr 's McDermott, Anderson and Morgan learning skin reconstruction*

Support was given to A Taste of Medicine for 18 school students looking at careers in Medicine and related fields. Dr McPhee attended the day where students got to try their hand at skills like plastering, emergency scenarios and suturing.

## Education and Training Report continued

Work Experience students were hosted throughout the year. These placements were both formal via year 10 placements organized via the school and informal for later year students organizing their own placements prior to entering medicine or nursing at university. All students found these placements a valuable glimpse into the work done in a General Practice.

**Wendy McPhee,**  
**Clinical Education Coordinator**



# Committee Report

## Finance

March 2023 saw the official closure of the Covid-19 Respiratory clinic and a transition of patients back into the normal flow of appointments. Staffing restraints continued to impact the services. Emerald Medical Group continues to provide much needed appointments and has delivered 31,276 doctor patient appointments and 9,354 appointments with our nurses. EEM provided 1825 appointments and 948 AMA signoffs. The appointment numbers are down on last year which has reduced the operating revenue of the business.

In November 2022 we ceased our lease of 27 Ruby Street. We continue to provide tenancy and rental options to QML, Superclinic Pharmacy, Manning Audiology (previously CQ Hearing), Advara Heartcare (previously Genesis Care), Dr Campbell, CQ Nutrition, CQ Rural Health and JCU. This financial year we have also seen the addition of Ear-a-tated and an exciting addition to our community with Yumba Brew opening in our coffee shop. The operator is Yumba Bimbi a local NDIS provider, which provides employment opportunities for people with a disability and provides a wonderful service to the practice and our patients.

The Better Healthcare Foundation has had a strong year partnered with the launch of an initiative to bring Renal Dialysis to the community. CHH have received a number of generous donations to help achieve this goal. Our building project will see the addition of a room to support this initiative.

The foundation continues to subsidise appointments with local community groups, operate the patient pickup service and provide health education sessions to the community. Through the provision of services and other income CHH had revenue of \$4,788,644. This is larger than in previous years but does include \$390,962 received from grants and \$188,881 from donations. Work has commenced on the expansion of our building, with initial grants from Country to Coast being received to commence the project. Overall, it has been a challenging year, with CHH showing a net profit of \$488,158. This figure is misleading because if we remove the non-operating grant and donation



*Our intern and Dr 's McDermott, Anderson and Morgan learning skin reconstruction*



## Finance Report continued

income and adjust for depreciation, we would see a result, which is a profit of \$114,795.

The Company's Balance sheet remains in a strong net asset position with the business having repaid its long-term debt, during the year. Cash holdings are high due to the initial grants received for the building expansion.

Overall, CHH has had a good year and remains in a solid financial position. This result was again achieved by good budgeting and careful financial management and guidance from Renee & Wendy and their administration team. I would like to thank them for their hard work and commitment.

**Greg McDonnell**

**Finance Chair**

*Finance Committee Members: Greg McDonnell (Chair), Paul Bell, Wendy McPhee and Renée Barlow*

