

Mackay HHS Health Service Investigation 2025 Recruitment, Credentialing and Scope of Practice

Purpose

The purpose of this health service investigation (**Investigation**) is to investigate and report on matters relating to the administration, management and delivery of public sector health services at Mackay Hospital and Health Service (MHHS) regarding clinical governance, specifically the processes and practices relating to senior medical officer recruitment and selection, credentialing and defining the scope of clinical practice, during the period 1 January 2023 to 31 December 2024 (the **Relevant Period**).

Scope of Review

The Investigators are to investigate and report on matters relating to the administration, management and delivery of public sector health services, regarding clinical governance, specifically the processes and practices relating to senior medical officer recruitment and selection, credentialing and defining the scope of clinical practice during the Relevant Period, by undertaking the following:

Part A - Recruitment and selection processes and practices

1. Identify Queensland Health Human Resources recruitment and selection policies relating to senior medical officer recruitment and selection (QH policies).
2. Identify MHHS' processes and practices relating to senior medical officer recruitment and selection (MHHS processes and practices).
3. identify and evaluate the level of MHHS compliance for senior medical officer recruitment with the recruitment and selection policies identified in paragraphs 1 and 2 above, and to the extent of any non-compliance, advise whether that non-compliance/s had any real or potential ability to affect the safety and quality of services provided to patients and if so, explain why.

Part B – Credentialing and defining scope of clinical practice processes and practices

4. Identify MHHS' processes and practices relating to credentialing and defining the scope of clinical practice of senior medical officers (MHHS credentialing processes and practices).
5. Evaluate MHHS' credentialing processes and practices against the:
 - (a) Queensland Health Service Directive for Credentialing and Defining the Scope of Clinical Practice; and
 - (b) Department of Health Guideline: Credentialing and defining the scope of clinical practice for medical practitioners and dentists: a best practice guideline (QH-GDL-390-1-1: 2017)
6. The evaluation in paragraph 5 should consider the full life-cycle of the MHHS credentialing processes and practices, including the review and monitoring processes in place and management of any clinical performance issues.
7. To the extent of any non-compliance, advise whether that non-compliance/s had any real or potential ability to affect the safety and quality of services provided to patients and if so, explain why.