

*TITLE: Change – what's change! Beautiful one day, perfect the next!*

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In 2005, Queensland Health hit the headlines across the country with the story of Dr Patel and the Bundaberg Hospital. This was a major breaking point for Queensland Health and triggered investigations and the development of a significant reform agenda.

There has been considerable commentary within the government, Queensland Health, the media, as well as the community about the Dr Patel story and what needs to happen to ensure patient safety and thus prevent another incident occurring again. Much of the commentary has negatively portrayed Queensland Health and the staff who work within the organisation.

There has been significant change implemented as part of the reform agenda which has been widespread and impacted at all levels of the organisation. We will provide a Health Information Manager's perspective on how the changes we have experienced have impacted the organisational environment including the Health Information Management Service and what we have done to ensure we continue to provide a quality service in a changing environment.