

Delivering the best healthcare outcomes through enabling technology

Organization: Queensland Health
Industry: Government
Revenue: \$34.940 Billion (AUD)
Employees: 97,600



Mission-critical priority

Understanding global best practices to implement so that the clinical workforce is equipped to make better decisions and to ensure that the community has better access to healthcare.



How Gartner helped

The client used:

- **Gartner research and frameworks** to help expand knowledge around industry best practices from global counterparts
- **Gartner Executive Partner** to get ideas around whether their thinking is on the right tracks, how to position themselves within the organization and identify what gaps are in their skill sets and knowledge base



Outcome

With support from Gartner for Executive Programs, the Acting Chief Clinical Information Officer was able to:

- **Work through challenges and problems, get new ideas and feedback** to ensure technology decisions are in line with the overall IT strategy and goals
- **Receive unique guidance based on global best practices**, for the client's role and her team in a relatively new space
- **Understand the role technology can play in enabling and empowering** the client and her team to deliver the best healthcare solutions they can

“Gartner helps work through challenges and problems and gives us insights into what’s happening out there across the world so that we can be working at the top of our game and give that back to the clinicians and the organization.”

Rae Donovan, Acting Chief Clinical Information Officer, Queensland Health