



**ACT**  
Government  
Health

Ref FOI18-7



Dear 

I refer to your application received by ACT Health on 6 March 2018 in which you sought access to information under the *Freedom of Information Act 2016* (the Act).

You confirmed, via email on 3 April 2018, that you wished to refine the scope of the request to each monthly clinical operations report/scorecard and any reports done by PricewaterhouseCoopers (PwC) on performance reporting/data produced in the last 12 months.

I am an Information Officer appointed by the Director-General under section 18 of the Act to deal with access applications made under Part 5.

ACT Health is required to provide a decision on your access application by 16 April 2018.

#### Decision on access

I have decided to provide access to all identified documentation requested. The requested monthly clinical operational data is contained within four reports as detailed in the attached Schedule.

I have decided to defer access to one document being a draft report provided to ACT Health by PwC regarding the System-Wide Data Review, Mid-Point Assessment. This document informs a report that will be tabled in the Legislative Assembly by the Minister for Health and Wellbeing in the coming months. To publicly release this report at this time would be inappropriate in line with Section 49 (a)(1) of the Act. ACT Health makes an undertaking to provide this document to you as soon as this process is completed.

#### Charges

Processing charges are not applicable for this request because as less than 50 pages of documentation is being provided.

Online publishing – disclosure log

Under section 28 of the Act, ACT Health maintains an online record of access applications called a disclosure log. Your original access application and my decision will be published in the disclosure log not less than three days but not more than 10 days after date of decision. Your personal contact details will not be published.

You may view the ACT Health disclosure log at <http://www.health.act.gov.au/public-information/consumers/freedom-information/disclosure-log>.

Ombudsman review

My decision on your access request is a reviewable decision as identified in Schedule 3 of the Act. You have the right to seek an Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in the ACT Health disclosure log, or a longer period allowed by the Ombudsman.

If you wish to request a review of my decision you may write to the Ombudsman at:

The ACT Ombudsman  
GPO Box 442  
CANBERRA ACT 2601  
Via email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

ACT Civil and Administrative Tribunal (ACAT) review

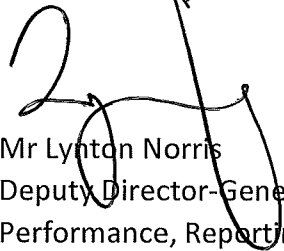
Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision.

Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal  
Level 4, 1 Moore St  
GPO Box 370  
Canberra City ACT 2601  
Telephone: (02) 6207 1740  
<http://www.acat.act.gov.au/>

Should you have any queries in relation to your request, please do not hesitate to contact the Freedom of Information Coordinator on 6205 1340 or email [HealthFOI@act.gov.au](mailto:HealthFOI@act.gov.au).

Yours sincerely



Mr Lynton Norris  
Deputy Director-General  
Performance, Reporting and Data

16 April 2018

## FREEDOM OF INFORMATION REQUEST SCHEDULE

Please be aware that under the *Freedom of Information Act 2016*, some of the information provided to you will be released to the public through the ACT Government's Open Access Scheme. The Open Access release status column of the table below indicates what documents are intended for release online through open access.

Personal information or business affairs information will not be made available under this policy. If you think the content of your request would contain such information, please inform the contact officer immediately.

Information about what is published on open access is available online at: [insert open access link]

NAME	WHAT ARE THE PARAMETERS OF THE REQUEST	File No
[REDACTED]	Monthly report/scorecard AND any reports done by PricewaterhouseCoopers on performance reporting/data produced in the last 12 months (7 March 2017 to 7 March 2018)	FOI18/7

Ref No	No of Folios	Description	Date	Status	Reason for non-release or deferral	Open Access release status
1	1 - 5	Report – Canberra Hospital and Health Services (HCCS) Scorecard - May 2017	19/06/2017	Release	-	Yes
2	6 - 10	Report – Canberra Hospital and Health Services (HCCS) Scorecard - June 2017	17/02/2017	Release	-	Yes
3	11 - 15	Report – Canberra Hospital and Health Services (HCCS) Scorecard – January 2018	15/02/2018	Release	-	Yes

4	16 - 20	Report – Canberra Hospital and Health Services (HCCS) Scorecard – February 2018	15/02/2018	Release	-	Yes
5	21 - 35	Report - ACT Health System-Wide Data Review – Mid-point Assessment - DRAFT v1.4 17 January 2018	27/01/2017	Release deferred	Information prepared for inclusion in a document for presentation to the Assembly (S 49)	Yes (upon deferred release)
<b>Total No of Docs</b>						
5						

## The Canberra Hospital and Health Services

to May 2017

## National and Agency Indicators

Weighted Activity	Note:	YTD 2016-17 Target	March	April	May	YTD May 16-17*	YTD May 15-16*	% Variance **
Cost Weighted Separations (Total Hospital) Round 17			8,288	6,877	8,262	84,064	79,094	6.3%
<b>NWAU - (National Weighted Activity Unit)</b>								
	1, 14							
Admitted - Total Canberra Hospital (Annual Target 74,466)		68,261	n.p.	n.p.	n.p.	N/A	66,533	N/A
Acute Admitted Mental Health Services (Annual Target 4,414)		4,046	n.p.	n.p.	n.p.	N/A	3,996	N/A
Emergency - Total Canberra Hospital - AI (Annual Target 9,949)		9,120	n.p.	n.p.	n.p.	N/A	9,443	N/A
Non - Admitted (Outpatient) (Annual Target 28,411)		26,043	n.p.	n.p.	n.p.	N/A	29,007	N/A
NWAU - Admitted Component- Total Canberra Hospital - No Longer Reported. Removed as of 22 September 2014.								
<b>NWAU - Admitted Sub Acute Component- Total Canberra Hospital</b>								
	1							
Sub Acute (Annual Target 7,274)		6,668	n.p.	n.p.	n.p.	N/A	6,850	N/A
<b>Non Admitted Occasions of Service</b>								
		YTD 2016-17 Target	March Estimate	April Estimate	May Estimate	YTD May 16-17*	YTD May 15-16*	% Variance **
Outpatient Occasions of Service (Total CHHS)	1, 16		49,595	38,799	49,940	503,763	498,615	1.0%
<b>Emergency Department Waiting Times</b>								
		YTD 2016-17 Target	March	April	May	YTD May 16-17*	YTD May 15-16*	% Variance **
Total ED Presentations			7,542	6,775	7,311	78,039	71,137	9.7%
Total % of ED Presentations Seen on Time - SI		70%	49%	56%	57%	59%	51%	-11.1%
ED Category One - % Seen Immediately - SI		100%	100%	100%	100%	100%	100%	0.0%
ED Category Two - % Seen within 10 minutes - SI		80%	76%	81%	78%	77%	76%	-2.9%
ED Category Three - % Seen within 30 minutes - SI		75%	35%	40%	42%	43%	36%	-31.5%
ED Category Four - % Seen within 60 minutes - SI		70%	46%	55%	58%	58%	45%	-11.7%
ED Category Five - % Seen within 120 minutes - SI		70%	82%	91%	88%	90%	84%	20.4%
ED Length of Stay less than four hours (Total) - Note Financial Year (4hr Rule)		81%	66%	71%	71%	71%	59%	-10.3%
Number of Presentations with a LOS in the ED >24hrs			17	6	13	137	348	-60.6%
Proportion of ED presentations who Did Not Wait		10%	3%	2%	2%	3%	5%	-7.4%
<b>Elective Surgery</b>								
		YTD 2016-17 Target	March	April	May	YTD May 16-17*	YTD May 15-16*	% Variance **
Ready for Care Patients on Hospital Waiting List	2		2,191	2,154	N/A	2,154	2,621	-17.8%
Patients Waiting Longer than Recommended Timeframes for Surgery (Long Waits)	2, 3		145	162	73	73	267	N/A
Total Removals from the List for Surgery - SI	2, 4	5,573	633	481	653	6,579	6,565	18.0%
TCH Removals in Private Hospitals	2		40	34	42	506	517	-2.1%
Hospital Initiated Postponement Rate	1, 5	<8%	14.2%	14.4%	10.5%	9.9%	7.6%	1.9%
Ready for Care Patients Added to the List	2		801	541	N/A	541	753	-28.2%
Total Emergency Surgery Procedures Performed			604	543	584	6,735	6,698	0.6%
<b>Elective Surgery Timeliness Performance</b>								
		YTD 2016-17 Target	March	April	May	YTD May 16-17*	YTD May 15-16*	% Variance **
Category 1 Admitted within 30 Days	2	100%	90.8%	86.5%	91.7%	93.5%	92.5%	-6.5%
Category 2 Admitted within 90 Days	2	78%	82.2%	80.1%	83.0%	84.6%	54.3%	6.6%
Category 3 Admitted within 365 Days	2	91%	92.6%	86.5%	92.2%	86.0%	57.8%	-5.0%
<b>Average Overdue days for Elective Surgery</b>								
		YTD 2016-17 Target	March	April	May	YTD May 16-17*	YTD May 15-16*	% Variance **
Category 1 Average Overdue Waiting Days	2, 5	0	13	46	N/A	46	42	N/A
Category 2 Average Overdue Waiting Days	2, 5	<72	69	78	N/A	78	153	8.3%
Category 3 Average Overdue Waiting Days	2, 5	<98	229	235	N/A	235	239	139.8%
<b>Divisional Indicators</b>								
<b>Inpatient Services</b>								
		YTD 2016-17 Target	March	April	May	YTD May 16-17*	YTD May 15-16*	% Variance **
Canberra Hospital Separations (Total Separations)			7,702	6,709	7,823	79,629	74,803	6.5%
Canberra Hospital Total Occupied Bed Days			23,452	19,871	24,848	245,865	244,484	0.6%
Canberra Hospital Non Same Day Bed Days (Excludes Same Day Episodes)			19,225	16,174	20,524	202,709	203,635	-0.5%
<b>Bed Occupancy (Bed Utilisation) - New Method</b>								
		YTD 2016-17 Target	March	April	May	YTD May 16-17*	YTD May 15-16*	% Variance **
TCH Campus		90%	80.5%	78.0%	81.8%	79.8%	86.5%	-10.2%

Longstay Numbers (LOS >=30 days) in Hospital at End of Month	6	YTD 2016-17 Target	March	April	May	YTD May 16-17*	YTD May 15-16*	% Variance **
Surgery & Oral Health			29	23	32			
Medicine			14	20	18			
Women & Children's			6	9	8			
Critical Care			2	2	1			
Cancer Services			8	7	9			
Rehabilitation and Aged Care Services			17	20	21			
Mental Health, Justice Health and Alcohol & Drug Service (AMHU Only)			10	9	8			
<b>Total</b>			<b>86</b>	<b>90</b>	<b>97</b>			
Longstay Numbers (LOS >=15 <30 days) in Hospital at End of Month	6	YTD 2016-17 Target	March	April	May	YTD May 16-17*	YTD May 15-16*	% Variance **
Surgery & Oral Health			15	20	24			
Medicine			22	14	7			
Women & Children's			5	9	1			
Critical Care			3	2	2			
Cancer Services			11	6	4			
Rehabilitation and Aged Care Services			16	13	14			
Mental Health, Justice Health and Alcohol & Drug Service (AMHU Only)			4	4	7			
<b>Total</b>			<b>76</b>	<b>68</b>	<b>59</b>			
Capital Region Retrieval Service	1	YTD 2016-17 Target	March	April	May	YTD May 16-17*	YTD May 15-16*	% Variance **
<b>Total Monthly Activity</b>			66	78	65	730	723	1.0%
Phone Consults			21	25	24	253	243	4.1%
Fixed Wing			0	0	0	1	0	N/A
Helicopter			41	46	34	394	396	-0.5%
Road			4	7	7	82	74	10.8%
Primary Missions (Scene) Total			17	16	11	128	158	-19.0%
All Primary Activation Time = <30minutes		100%	100%	94%	91%	96%	91%	5.4%
Secondary Missions (Hospital) Total			28	37	30	349	314	11.1%
All Secondary Activation Time = < 4hours		100%	100%	100%	96%	100%	99%	0.5%
Medical flight roster (No Gaps)		100%	84%	90%	100%	95%	100%	-4.5%
Gastroenterology Waiting Times (Under review by Innovation Design Team)	7	YTD 2016-17 Target	March	April	May	YTD May 16-17*	YTD May 15-16*	% Variance **
Ready for Care Patients on Hospital Waiting List	17		3,936	3,862	n.p.	N/A	3,905	N/A
Proportion of Category 1 Removals Seen on Time (< 30 days)		95%	43%	52%	41%	48%	30%	-46.8%
Proportion of Category 2 Removals Seen on Time (< 90 days)		55%	16%	11%	20%	17%	15%	-38.3%
Proportion of Category 3 Removals Seen on Time (< 365 days)		82%	30%	41%	37%	19%	68%	-63.0%
Total Removals from the List for Procedure			334	254	378	3,548	3,464	2.4%
Patients Added to the List			525	330	297	4,460	5,069	-12.0%
Medical Cardiology Waiting Times	7	YTD 2016-17 Target	March	April	May	YTD May 16-17*	YTD May 15-16*	% Variance **
Proportion of Category 1 Removals Seen on Time (< 30 days)	8	97%	93%	83%	74%	75%	77%	-22.0%
Total Removals from the List for Procedure			126	72	118	1,103	1,110	-0.6%
Ready for Care Patients on Hospital Waiting List (Snapshot as at end of each month)	17		103	106	n.p.	N/A	115	N/A
Cardiology (Acute Coronary Syndrome)		Target	March	April	May	YTD May 16-17*	YTD May 15-16*	% Variance **
No of Patients Primary PCI for STEMI			n.p.	n.p.	n.p.	N/A	N/A	N/A
TCH Door to Wire Passage (Balloon) Time < 90 Mins	9	90%	n.p.	n.p.	n.p.	N/A	N/A	N/A
Cath Lab Door to Wire Passage (Balloon) Time < 30 mins	10		n.p.	n.p.	n.p.	N/A	N/A	N/A

<b>Cancer, Ambulatory and Community Health Support</b>		YTD 2016-17 Target	March	April	May	YTD May 16-17*	YTD May 15-16*	% Variance **
	Radiation Therapy Waiting Times - % Emergency Patients Treated within 48hrs - SI	100%	100%	100%	100%	100%	100%	0.0%
	Radiation Therapy Waiting Times - % Palliative — Treatment Starts within 2 weeks - SI	90%	100%	94%	96%	85%	81%	-4.8%
	Radiation Therapy Waiting Times - % Radical — Treatment starts within 4 weeks - SI	90%	97%	100%	98%	86%	82%	-4.5%
	Total ACT Breast Screens Performed - AI (Annual Target 18,500)	16,958	1,660	1,036	1,557	15,579	16,416	-8.1%
	Number of Breast Screens for ACT Women Aged 50-69 - AI (Annual Target 13,000)	11,917	1,187	731	1,154	11,256	12,322	-5.5%
11	Participation Rate for Women Aged 50-69 - AI	60%	57%	56%	56%	56%	55%	-4.0%
	Percentage of Screened Women who are Assessed within 28 days - AI	90%	92%	90%	88%	88%	83%	-1.8%
	Percentage of Women who Receive Results of Screen within 28 days - AI	100%	100%	100%	100%	100%	100%	0.0%
<b>Mental Health, Justice Health and Alcohol &amp; Drug Service</b>		YTD 2016-17 Target	March	April	May	YTD May 16-17*	YTD May 15-16*	% Variance **
	Proportion of Clients of Public Mental Health Services in the ACT Subject to Seclusion during an Inpatient Episode - SI	3%	8.0%	13.3%	1.2%	3.8%	N/A	0.8%
	Unplanned Readmissions to Hospital within 28 days of Discharge - SI	10%	5.2%	8.1%	n.p.	N/A	N/A	N/A
	Percentage of Clients with Outcome Measures Completed - AILHN	65%	68.1%	67.6%	68.8%	69.4%	64.5%	4.4%
	Percentage of Clients with Outcome Measures Completed - AI ACT Health Directorate	65%	66.4%	66.6%	67.5%	68.3%	63.1%	3.3%
<b>Women, Youth and Children Services</b>		YTD 2016-17 Target	March	April	May	YTD May 16-17*	YTD May 15-16*	% Variance **
	Births		318	291	308	3,390	3,306	2.5%
12	% of Births Delivered by Caesarean Section (Coded only) - therefore one month delay		30%	30%	N/A	28%	27%	0.4%
16	% WHS Clients who receive Assessment within 14 days - AI	100%	100%	100%	100%	100%	99%	0.0%
	% WHS Clients who Attend "Well Women's Check" from CALD backgrounds - AI	40%	62%	35%	52%	43%	45%	3.1%
<b>Rehabilitation, Aged and Community Care</b>		YTD 2016-17 Target	March	April	May	YTD May 16-17*	YTD May 15-16*	% Variance **
<b>Outpatient Occasions of Service</b>			232	155	201	2,186	1,746	25.2%
<b>Geriatrics</b>								
	Total Occasions of Service		187	129	154	1,766	1,255	40.7%
<b>Rehabilitation</b>								
	Total Occasions of Service		45	26	47	420	491	-14.5%
<b>Walk-in Centres</b>		YTD 2016-17 Target	March	April	May	YTD May 16-17*	YTD May 15-16*	% Variance **
13	Total Presentations (of which include)		3,001	2,666	2,995	33,178	30,725	8.0%
	Presentations Belconnen		1,569	1,380	1,527	16,735	14,720	13.7%
	Presentations Tuggeranong		1,432	1,286	1,468	16,443	16,005	2.7%
	Fully Treated in WIC (%)		70.0%	70.3%	65.2%	68.7%	64.9%	3.8%
	Redirected to GP (%)		9.7%	10.5%	10.9%	10.5%	12.1%	-1.7%
	Redirected to ED (%)		7.9%	7.1%	8.2%	7.1%	6.5%	0.6%
	Did not Wait (%)		0.9%	1.0%	1.2%	1.0%	0.8%	0.2%
	Other Redirections (%)		4.1%	3.6%	4.5%	3.4%	3.7%	-0.3%
<b>Community-based care</b>		YTD 2016-17 Target	March	April	May	YTD May 16-17*	YTD May 15-16*	% Variance **
14	% Children 0-14 Entering Substitute and Kinship Care with Health Screen - AI	90%	50%	58%	142%	96%	99%	6.0%
6, 15	Number of Nursing OOS - AI (RACC) Annual Target 90,000	82,603	8,295	7,039	8,295	84,971	85,357	2.9%
6, 15	Number of Allied Health OOS - AI (RACC) Annual Target 30,000	27,534	2,919	2,184	2,784	26,521	27,339	-3.7%
1	Dental Health - Mean Wait Time in Months - AI	6 mths	7.19	7.10	6.49	6.40	5.92	6.6%

Divisional Indicators								
Emergency Department Access x Division								
S&OH - ED Access	YTD 2016-17 Target	March	April	May	YTD May 16-17*	YTD May 15-16*	% Variance **	
Total Emergency Department Admissions		375	339	294	3,864	3,371	14.6%	
Proportion of ED Admissions with ED LOS <4hrs	81%	31%	32%	33%	36%	28%	-45.1%	
Proportion of ED Admissions with ED LOS <8hrs		78%	80%	82%	81%	74%	6.5%	
Proportion of ED Admissions with ED LOS <24hrs	100%	100%	100%	100%	100%	99%	-0.1%	
Medicine - ED Access	YTD 2016-17 Target	March	April	May	YTD May 16-17*	YTD May 15-16*	% Variance **	
Total Emergency Department Admissions		613	552	617	6,662	4,128	61.4%	
Proportion of ED Admissions with ED LOS <4hrs	81%	31%	36%	34%	35%	38%	-46.4%	
Proportion of ED Admissions with ED LOS <8hrs		74%	74%	74%	75%	72%	2.7%	
Proportion of ED Admissions with ED LOS <24hrs	100%	99%	100%	99%	99%	98%	-0.6%	
WY&C - ED Access	YTD 2016-17 Target	March	April	May	YTD May 16-17*	YTD May 15-16*	% Variance **	
Total Emergency Department Admissions		345	328	373	3,681	3,387	8.7%	
Proportion of ED Admissions with ED LOS <4hrs	81%	38%	39%	40%	41%	34%	-39.7%	
Proportion of ED Admissions with ED LOS <8hrs		89%	84%	90%	89%	81%	8.2%	
Proportion of ED Admissions with ED LOS <24hrs	100%	100%	100%	100%	100%	100%	0.0%	
A&CC - ED Access	YTD 2016-17 Target	March	April	May	YTD May 16-17*	YTD May 15-16*	% Variance **	
Total Emergency Department Admissions		1,319	1,221	1,331	15,049	12,893	16.7%	
Proportion of ED Admissions with ED LOS <4hrs	81%	58%	65%	68%	61%	44%	-19.6%	
Proportion of ED Admissions with ED LOS <8hrs		90%	93%	95%	91%	81%	9.8%	
Proportion of ED Admissions with ED LOS <24hrs	100%	100%	100%	100%	100%	100%	-0.1%	
RACC - ED Access	YTD 2016-17 Target	March	April	May	YTD May 16-17*	YTD May 15-16*	% Variance **	
Total Emergency Department Admissions		195	169	139	1,087	518	109.8%	
Proportion of ED Admissions with ED LOS <4hrs	81%	11%	14%	11%	12%	2%	-68.7%	
Proportion of ED Admissions with ED LOS <8hrs		46%	56%	66%	59%	34%	24.6%	
Proportion of ED Admissions with ED LOS <24hrs	100%	100%	100%	100%	100%	96%	-0.3%	
Cancer Services - ED Access	YTD 2016-17 Target	March	April	May	YTD May 16-17*	YTD May 15-16*	% Variance **	
Total Emergency Department Admissions		44	44	56	844	563	49.9%	
Proportion of ED Admissions with ED LOS <4hrs	81%	18%	9%	11%	22%	11%	-59.4%	
Proportion of ED Admissions with ED LOS <8hrs		52%	75%	57%	70%	53%	17.4%	
Proportion of ED Admissions with ED LOS <24hrs	100%	95%	100%	98%	99%	98%	-1.1%	
MHJH&ADs- ED Access	YTD 2016-17 Target	March	April	May	YTD May 16-17*	YTD May 15-16*	% Variance **	
Total Emergency Department Admissions		115	96	111	1,185	854	38.8%	
Proportion of ED Admissions with ED LOS <4hrs	81%	23%	41%	26%	28%	24%	-53.2%	
Proportion of ED Admissions with ED LOS <8hrs		50%	88%	53%	61%	54%	6.6%	
Proportion of ED Admissions with ED LOS <24hrs	100%	91%	99%	93%	94%	85%	-6.4%	



**Background Information**

**AI** = Accountability Indicator, **SI** = Strategic Indicator

**Notes:**

\* Where there is no raw data available, YTD figures have been calculated by averaging averages.

\*\* Where there is a Target, the Variance is calculated based on the Target, otherwise previous YTD figures are used. Percent figures (and variances) are based upon higher level underlying data.

^^Accountability Indicator 1.6c is calculated as total number of clients seen/total number of eligible clients, and for November it is  $(9/6)*100=150\%$ , for January it is  $(12/7)*100=171\%$

1 This information (or a component of this information) is provided by the relevant areas. Please see Data Sources for more information.

2 Figures highlighted in grey are calculated based on ESWL dataset in MORBID database, which uses previous data replication, extraction and transformation methodology. PwC (Price Waterhouse Coopers) independently extracted data from ACTPAS to audit the ESWL dataset in Morbid database. They have identified some variances. Thus, these numbers need to be treated with caution. PwC's methodology will be available in their future reports.

3 Long Waits calculation methodology has been reviewed for September 2016. Figures from September are calculated using revised methodology that has not undergone full QA. Variance and YTD figures are not available since different methodology is used.

4 Targets for Elective Surgery throughput by month uses Targets from 2015-16 Scorecard (6,080). Targets for 2016-17 are not yet confirmed, therefore variance is calculated against 2015-16.

5 Based on historical targets under the National Health Reform Agreement.

6 This information is generated from ODS database which has not been validated and these numbers need to be treated with caution.

7 PwC independently extracted data from ACTPAS to audit the ESWL dataset in Morbid database. They have identified some variances. Thus, these numbers need to be treated with caution. PwC's methodology will be available in their future reports.

8 Targets referred from previous Scorecards set by business areas.

9 >90 Min KPI according to Acute Coronary Syndrome Guidelines from Australian Commission on Safety and Quality in HealthCare.

10 The percentages reflected for treatment <30 mins can vary significantly due to the small number of patients treated.

11 As of June 2016 the logic changed to exclude the mammogram incompleteness (numerator) and rolling monthly targets (denominator).

12 As May data is not complete due to coding lag time, YTD figures exclude May data for YTD 2016-17 and YTD 2015-16.

13 The ECR system has demonstrated reliability issues and is routinely taken down for maintenance during WIC operational hours. ECR is currently configured to prevent retrospective data entry and so any presentations that occur while ECR is down are entered into ACTPAS. At this time, any presentations that are only in ACTPAS are not counted. One presentation from the 2015-16 Financial Year was coded incorrectly and so has been excluded from the Scorecard.

14 YTD 2015-16 figures are referred from corresponding 2015-16 Scorecard.

15 RACC Service YTD Targets are calculated based on the number of days, all other Annual Targets are calculated based on the number of months.

16 Previous months' data are referenced from the previous month's Scorecard.

17 Ready for Care data for the current month is unavailable due to timing of data extraction ( Ready for care data available by the 10th of each month)

## The Canberra Hospital and Health Services

to June 2017

## National and Agency Indicators

Weighted Activity	Note:	YTD 2016-17 Target	April	May	June	YTD June 16-17*	YTD June 15-16*	% Variance **
Cost Weighted Separations (Total Hospital) Round 17			6,859	8,274	7,804	91,891	86,686	6.0%
<b>NWAWU - (National Weighted Activity Unit)</b>								
	1, 14							
Admitted - Total Canberra Hospital (Annual Target 74,466)		74,466	n.p.	n.p.	n.p.	N/A	72,732	N/A
Acute Admitted Mental Health Services (Annual Target 4,414)		4,414	n.p.	n.p.	n.p.	N/A	4,286	N/A
Emergency - Total Canberra Hospital - AI (Annual Target 9,949)		9,949	n.p.	n.p.	n.p.	N/A	10,335	N/A
Non - Admitted (Outpatient) (Annual Target 28,411)		28,411	n.p.	n.p.	n.p.	N/A	28,515	N/A
NWAWU - Admitted Component- Total Canberra Hospital - No Longer Reported. Removed as of 22 September 2014.								
<b>NWAWU - Admitted Sub Acute Component- Total Canberra Hospital</b>								
	1							
Sub Acute (Annual Target 7,274)		7,274	n.p.	n.p.	n.p.	N/A	7,413	N/A
<b>Non Admitted Occasions of Service</b>								
		YTD 2016-17 Target	April Estimate	May Estimate	June Estimate	YTD June 16-17*	YTD June 15-16*	% Variance **
Outpatient Occasions of Service (Total CHHS)	1, 16, 17		38,830	50,565	39,012	543,649	544,392	-0.1%
<b>Emergency Department Waiting Times</b>								
		YTD 2016-17 Target	April	May	June	YTD June 16-17*	YTD June 15-16*	% Variance **
Total ED Presentations			6,775	7,311	7,054	85,094	77,747	9.4%
<b>Total % of ED Presentations Seen on Time - SI</b>		70%	56%	57%	55%	59%	52%	-11.5%
ED Category One - % Seen Immediately - SI		100%	100%	100%	100%	100%	100%	0.0%
ED Category Two - % Seen within 10 minutes - SI		80%	81%	78%	74%	77%	76%	-3.2%
ED Category Three - % Seen within 30 minutes - SI		75%	40%	42%	37%	43%	37%	-32.1%
ED Category Four - % Seen within 60 minutes - SI		70%	55%	58%	54%	58%	46%	-12.0%
ED Category Five - % Seen within 120 minutes - SI		70%	91%	88%	94%	91%	85%	20.7%
ED Length of Stay less than four hours (Total) - <b>Note Financial Year (4hr Rule)</b>		81%	71%	71%	70%	71%	60%	-10.0%
Number of Presentations with a LOS in the ED >24hrs			6	13	22	159	355	-55.2%
Proportion of ED presentations who Did Not Wait		10%	2%	2%	2%	3%	5%	-7.4%
<b>Elective Surgery</b>								
		YTD 2016-17 Target	April	May	June	YTD June 16-17*	YTD June 15-16*	% Variance **
Ready for Care Patients on Hospital Waiting List	2		2,154	2,326	2,584	2,584	2,168	19.2%
Patients Waiting Longer than Recommended Timeframes for Surgery (Long Waits)	2, 3		162	73	n.p.	N/A	267	N/A
Total Removals from the List for Surgery - SI	2, 4	6,080	481	652	601	7,179	7,334	18.1%
TCH Removals in Private Hospitals	2		34	42	38	544	699	-22.2%
Hospital Initiated Postponement Rate	1, 5	<8%	14.4%	10.5%	N/A	9.9%	7.6%	1.9%
Ready for Care Patients Added to the List	2		541	N/A	738	738	750	-1.6%
Total Emergency Surgery Procedures Performed			543	583	567	7,301	7,262	0.5%
<b>Elective Surgery Timeliness Performance</b>								
		YTD 2016-17 Target	April	May	June	YTD June 16-17*	YTD June 15-16*	% Variance **
Category 1 Admitted within 30 Days	2	100%	86.5%	91.7%	92.7%	93.4%	92.4%	-6.6%
Category 2 Admitted within 90 Days	2	78%	80.1%	83.0%	76.3%	83.8%	55.8%	5.8%
Category 3 Admitted within 365 Days	2	91%	86.5%	92.2%	89.4%	86.2%	59.7%	-4.8%
<b>Average Overdue days for Elective Surgery</b>								
		YTD 2016-17 Target	April	May	June	YTD June 16-17*	YTD June 15-16*	% Variance **
Category 1 Average Overdue Waiting Days	2, 5	0	46	201	11	11	26	N/A
Category 2 Average Overdue Waiting Days	2, 5	<72	78	57	55	55	208	-23.6%
Category 3 Average Overdue Waiting Days	2, 5	<98	235	233	207	207	248	111.2%
<b>Divisional Indicators</b>								
<b>Inpatient Services</b>								
		YTD 2016-17 Target	April	May	June	YTD June 16-17*	YTD June 15-16*	% Variance **
Canberra Hospital Separations (Total Separations)			6,708	7,823	7,382	87,010	81,847	6.3%
Canberra Hospital Total Occupied Bed Days			19,868	24,848	22,747	268,609	267,013	0.6%
Canberra Hospital Non Same Day Bed Days (Excludes Same Day Episodes)			16,171	20,524	18,732	221,438	222,349	-0.4%
<b>Bed Occupancy (Bed Utilisation) - New Method</b>								
		YTD 2016-17 Target	April	May	June	YTD June 16-17*	YTD June 15-16*	% Variance **
TCH Campus		90%	78.0%	81.8%	83.9%	80.1%	86.1%	-9.9%

Longstay Numbers (LOS = >30 days) in Hospital at End of Month	6	YTD 2016-17 Target	April	May	June	YTD June 16-17*	YTD June 15-16*	% Variance **
Surgery & Oral Health			23	32	26			
Medicine			20	18	18			
Women & Children's			9	8	10			
Critical Care			8	5	5			
Cancer Services			7	9	10			
Rehabilitation and Aged Care Services			20	21	23			
Mental Health, Justice Health and Alcohol & Drug Service (AMHU Only)			9	8	10			
<b>Total</b>			96	101	102			
Longstay Numbers (LOS = >15 <30 days) in Hospital at End of Month	6	YTD 2016-17 Target	April	May	June	YTD June 16-17*	YTD June 15-16*	% Variance **
Surgery & Oral Health			20	24	18			
Medicine			14	7	19			
Women & Children's			9	1	8			
Critical Care			5	3	8			
Cancer Services			6	4	10			
Rehabilitation and Aged Care Services			13	14	9			
Mental Health, Justice Health and Alcohol & Drug Service (AMHU Only)			4	7	6			
<b>Total</b>			71	60	78			
Capital Region Retrieval Service	1	YTD 2016-17 Target	April	May	June	YTD June 16-17*	YTD June 15-16*	% Variance **
<b>Total Monthly Activity</b>			78	65	82	862	820	5.1%
Phone Consults			25	24	40	343	259	32.4%
Fixed Wing			0	0	0	1	0	N/A
Helicopter			46	34	30	424	417	1.7%
Road			7	7	12	94	86	9.3%
Primary Missions (Scene) Total			16	11	9	137	164	-16.5%
All Primary Activation Time = <30minutes		100%	94%	91%	N/A	96%	90%	6.1%
Secondary Missions (Hospital) Total			37	30	33	382	341	12.0%
All Secondary Activation Time = <4hours		100%	100%	96%	N/A	100%	99%	0.5%
Medical flight roster (No Gaps)		100%	90%	100%	N/A	95%	100%	-4.5%
Gastroenterology Waiting Times (Under review by Innovation Design Team)	7	YTD 2016-17 Target	April	May	June	YTD June 16-17*	YTD June 15-16*	% Variance **
Ready for Care Patients on Hospital Waiting List			3,862	3,728	3,846	3,846	3,923	-2.0%
Proportion of Category 1 Removals Seen on Time (< 30 days)		95%	52%	41%	49%	39%	30%	-55.8%
Proportion of Category 2 Removals Seen on Time (< 90 days)		55%	10%	20%	26%	20%	22%	-34.9%
Proportion of Category 3 Removals Seen on Time (< 365 days)		82%	41%	37%	26%	43%	53%	-38.6%
Total Removals from the List for Procedure			253	379	327	3,879	3,840	1.0%
Patients Added to the List			349	422	389	4,997	5,508	-9.3%
Medical Cardiology Waiting Times	7	YTD 2016-17 Target	April	May	June	YTD June 16-17*	YTD June 15-16*	% Variance **
Proportion of Category 1 Removals Seen on Time (< 30 days)	8	97%	83%	74%	73%	80%	78%	-17.0%
Total Removals from the List for Procedure			72	119	108	1,214	1,212	0.2%
Ready for Care Patients on Hospital Waiting List (Snapshot as at end of each month)			106	125	115	115	107	7.5%
Cardiology (Acute Coronary Syndrome)		Target	April	May	June	YTD June 16-17*	YTD June 15-16*	% Variance **
No of Patients Primary PCI for STEMI			N/A	N/A	N/A	N/A	N/A	N/A
TCH Door to Wire Passage (Balloon) Time < 90 Mins	9	90%	N/A	N/A	N/A	N/A	N/A	N/A
Cath Lab Door to Wire Passage (Balloon) Time < 30 mins	10		N/A	N/A	N/A	N/A	N/A	N/A

<b>Cancer, Ambulatory and Community Health Support</b>		YTD 2016-17 Target	April	May	June	YTD June 16-17*	YTD June 15-16*	% Variance **	
	Radiation Therapy Waiting Times - % Emergency Patients Treated within 48hrs - <b>SI</b>	100%	100%	100%	100%	100%	100%	0.0%	
	Radiation Therapy Waiting Times -% Palliative — Treatment Starts within 2 weeks - <b>SI</b>	90%	94%	96%	91%	86%	81%	-4.3%	
	Radiation Therapy Waiting Times -% Radical — Treatment starts within 4 weeks - <b>SI</b>	90%	100%	98%	90%	86%	83%	-4.1%	
	Total ACT Breast Screens Performed - <b>AI</b> (Annual Target 18,500)	18,500	1,036	1,557	1,597	17,176	17,869	-7.2%	
	Number of Breast Screens for ACT Women Aged 50-69 - <b>AI</b> (Annual Target 13,000)	13,000	731	1,154	1,172	12,428	13,366	-4.4%	
	Participation Rate for Women Aged 50-69 - <b>AI</b>	11	60%	56%	56%	56%	55%	-4.0%	
	Percentage of Screened Women who are Assessed within 28 days - <b>AI</b>		90%	90%	88%	98%	89%	83%	-0.9%
	Percentage of Women who Receive Results of Screen within 28 days - <b>AI</b>		100%	100%	100%	100%	100%	100%	0.0%
<b>Mental Health, Justice Health and Alcohol &amp; Drug Service</b>		YTD 2016-17 Target	April	May	June	YTD June 16-17*	YTD June 15-16*	% Variance **	
	Proportion of Clients of Public Mental Health Services in the ACT Subject to Seclusion during an Inpatient Episode - <b>SI</b>	3%	8.1%	1.2%	5.6%	4.0%	3.0%	1.0%	
	Unplanned Readmissions to Hospital within 28 days of Discharge - <b>SI</b>	10%	13.3%	n.p.	n.p.	N/A	N/A	N/A	
	Percentage of Clients with Outcome Measures Completed - AILHN	65%	67.6%	68.8%	74.1%	69.8%	64.6%	4.8%	
	Percentage of Clients with Outcome Measures Completed - <b>AI</b> ACT Health Directorate	65%	66.6%	67.5%	72.9%	68.7%	63.2%	3.7%	
<b>Women, Youth and Children Services</b>		YTD 2016-17 Target	April	May	June	YTD June 16-17*	YTD June 15-16*	% Variance **	
	Births		277	298	221	3,499	3,497	0.1%	
	% of Births Delivered by Caesarean Section (Coded only) - therefore one month delay	12	32%	30%		29%	28%	1.0%	
	% WHS Clients who receive Assessment within 14 days - <b>AI</b>	16	100%	100%	100%	100%	99%	0.0%	
	% WHS Clients who Attend "Well Women's Check" from CALD backgrounds - <b>AI</b>		40%	35%	52%	30%	42%	45%	2.0%
<b>Rehabilitation, Aged and Community Care</b>		YTD 2016-17 Target	April	May	June	YTD June 16-17*	YTD June 15-16*	% Variance **	
<b>Outpatient Occasions of Service</b>			155	204	208	2,397	1,950	22.9%	
<b>Geriatrics</b>									
	Total Occasions of Service		129	157	158	1,927	1,407	37.0%	
<b>Rehabilitation</b>									
	Total Occasions of Service		26	47	50	470	543	-13.4%	
<b>Walk-in Centres</b>		YTD 2016-17 Target	April	May	June	YTD June 16-17*	YTD June 15-16*	% Variance **	
	Total Presentations (of which include)	13	2,665	2,992	2,957	36,105	33,713	7.1%	
	Presentations Belconnen		1,380	1,525	1,487	18,205	16,166	12.6%	
	Presentations Tuggeranong		1,285	1,467	1,470	17,900	17,547	2.0%	
	Fully Treated in WiC (%)		70.3%	65.2%	70.1%	68.8%	65.1%	3.7%	
	Redirected to GP (%)		10.5%	10.9%	9.3%	10.4%	12.1%	-1.8%	
	Redirected to ED (%)		7.1%	8.2%	7.7%	7.2%	6.4%	0.7%	
	Did not Wait (%)		1.0%	1.2%	1.0%	1.0%	0.8%	0.2%	
	Other Redirections (%)		3.6%	4.5%	3.4%	3.4%	3.7%	-0.3%	
<b>Community-based care</b>		YTD 2016-17 Target	April	May	June	YTD June 16-17*	YTD June 15-16*	% Variance **	
	% Children 0-14 Entering Substitute and Kinship Care with Health Screen - <b>AI</b>	14	90%	58%	142%	63%	91%	99%	1.0%
	Number of Nursing OOS - <b>AI</b> (RACC) Annual Target 90,000	6, 15	90,000	7,055	8,319	7,600	92,639	93,034	2.9%
	Number of Allied Health OOS - <b>AI</b> (RACC) Annual Target 30,000	6, 15	30,000	2,184	2,823	2,296	28,860	29,755	-3.8%
	Dental Health - Mean Wait Time in Months - <b>AI</b>	1	6 mths	7.10	6.49	5.94	6.36	5.95	6.0%

Divisional Indicators								
Emergency Department Access x Division								
<b>S&amp;OH - ED Access</b>		YTD 2016-17 Target	April	May	June	YTD June 16-17*	YTD June 15-16*	% Variance **
Total Emergency Department Admissions			341	317	298	4,186	3,673	14.0%
Proportion of ED Admissions with ED LOS <4hrs		81%	32%	32%	29%	35%	29%	-45.7%
Proportion of ED Admissions with ED LOS <8hrs			80%	80%	71%	80%	75%	4.7%
Proportion of ED Admissions with ED LOS <24hrs		100%	100%	100%	100%	100%	99%	-0.1%
<b>Medicine - ED Access</b>		YTD 2016-17 Target	April	May	June	YTD June 16-17*	YTD June 15-16*	% Variance **
Total Emergency Department Admissions			554	637	568	7,253	4,195	72.9%
Proportion of ED Admissions with ED LOS <4hrs		81%	36%	33%	32%	34%	40%	-46.7%
Proportion of ED Admissions with ED LOS <8hrs			74%	73%	68%	74%	73%	0.9%
Proportion of ED Admissions with ED LOS <24hrs		100%	100%	99%	99%	99%	98%	-0.6%
<b>WY&amp;C - ED Access</b>		YTD 2016-17 Target	April	May	June	YTD June 16-17*	YTD June 15-16*	% Variance **
Total Emergency Department Admissions			328	375	335	4,018	3,755	7.0%
Proportion of ED Admissions with ED LOS <4hrs		81%	39%	40%	41%	41%	35%	-39.7%
Proportion of ED Admissions with ED LOS <8hrs			84%	90%	88%	89%	82%	7.2%
Proportion of ED Admissions with ED LOS <24hrs		100%	100%	100%	100%	100%	100%	0.0%
<b>A&amp;CC - ED Access</b>		YTD 2016-17 Target	April	May	June	YTD June 16-17*	YTD June 15-16*	% Variance **
Total Emergency Department Admissions			1,224	1,344	1,181	16,246	23,055	-29.5%
Proportion of ED Admissions with ED LOS <4hrs		81%	65%	68%	66%	62%	45%	-19.3%
Proportion of ED Admissions with ED LOS <8hrs			93%	94%	92%	91%	86%	5.2%
Proportion of ED Admissions with ED LOS <24hrs		100%	100%	100%	100%	100%	100%	-0.1%
<b>RACC - ED Access</b>		YTD 2016-17 Target	April	May	June	YTD June 16-17*	YTD June 15-16*	% Variance **
Total Emergency Department Admissions			169	146	137	1,233	540	128.3%
Proportion of ED Admissions with ED LOS <4hrs		81%	14%	10%	11%	12%	2%	-68.9%
Proportion of ED Admissions with ED LOS <8hrs			56%	66%	53%	58%	35%	23.4%
Proportion of ED Admissions with ED LOS <24hrs		100%	100%	100%	99%	100%	96%	-0.3%
<b>Cancer Services - ED Access</b>		YTD 2016-17 Target	April	May	June	YTD June 16-17*	YTD June 15-16*	% Variance **
Total Emergency Department Admissions			46	58	67	915	594	54.0%
Proportion of ED Admissions with ED LOS <4hrs		81%	9%	10%	22%	22%	11%	-59.5%
Proportion of ED Admissions with ED LOS <8hrs			76%	57%	60%	69%	53%	16.2%
Proportion of ED Admissions with ED LOS <24hrs		100%	100%	98%	100%	99%	98%	-1.0%
<b>MHJH&amp;ADs- ED Access</b>		YTD 2016-17 Target	April	May	June	YTD June 16-17*	YTD June 15-16*	% Variance **
Total Emergency Department Admissions			96	123	96	1,294	965	34.1%
Proportion of ED Admissions with ED LOS <4hrs		81%	41%	26%	24%	27%	26%	-53.6%
Proportion of ED Admissions with ED LOS <8hrs			88%	54%	64%	61%	57%	4.1%
Proportion of ED Admissions with ED LOS <24hrs		100%	99%	93%	91%	93%	86%	-6.6%

**Background Information**

AI = Accountability Indicator, SI = Strategic Indicator

**Notes:**

\* Where there is no raw data available, YTD figures have been calculated by averaging averages.

\*\* Where there is a Target, the Variance is calculated based on the Target, otherwise previous YTD figures are used. Percent figures (and variances) are based upon higher level underlying data.

^^Accountability Indicator 1.6c is calculated as total number of clients seen/total number of eligible clients, and for November it is  $(9/6)*100=150\%$ , for January it is  $(12/7)*100=171\%$

1 This information (or a component of this information) is provided by the relevant areas. Please see Data Sources for more information.

2 Figures highlighted in grey are calculated based on ESWL dataset in MORBID database, which uses previous data replication, extraction and transformation methodology. PwC (Price Waterhouse Coopers) independently extracted data from ACTPAS to audit the ESWL dataset in Morbid database. They have identified some variances. Thus, these numbers need to be treated with caution. PwC's methodology will be available in their future reports.

3 Long Waits calculation methodology has been reviewed for September 2016. Figures from September are calculated using revised methodology that has not undergone full QA. Variance and YTD figures are not available since different methodology is used.

4 Targets for Elective Surgery throughput by month uses Targets from 2015-16 Scorecard (6,080). Targets for 2016-17 are not yet confirmed, therefore variance is calculated against 2015-16.

5 Based on historical targets under the National Health Reform Agreement.

6 This information is generated from ODS database which has not been validated and these numbers need to be treated with caution.

7 PwC independently extracted data from ACTPAS to audit the ESWL dataset in Morbid database. They have identified some variances. Thus, these numbers need to be treated with caution. PwC's methodology will be available in their future reports.

8 Targets referred from previous Scorecards set by business areas.

9 >90 Min KPI according to Acute Coronary Syndrome Guidelines from Australian Commission on Safety and Quality in HealthCare.

10 The percentages reflected for treatment <30 mins can vary significantly due to the small number of patients treated.

11 As of June 2016 the logic changed to exclude the mammogram incompleteness (numerator) and rolling monthly targets (denominator).

12 As June data is not complete due to coding lag time, YTD figures exclude June data for YTD 2016-17 and YTD 2015-16.

13 The ECR system has demonstrated reliability issues and is routinely taken down for maintenance during WiC operational hours. ECR is currently configured to prevent retrospective data entry and so any presentations that occur while ECR is down are entered into ACTPAS. At this time, any presentations that are only in ACTPAS are not counted. One presentation from the 2015-16 Financial Year was coded incorrectly and so has been excluded from the Scorecard.

14 YTD 2015-16 figures are referred from corresponding 2015-16 Scorecard.

15 RACC Service YTD Targets are calculated based on the number of days, all other Annual Targets are calculated based on the number of months.

16 Previous months' data are referenced from the previous month's Scorecard.

17 This excludes CHARM and Sexual Health information for current reporting month.

## The Canberra Hospital and Health Services

to January 2018

National and Agency Indicators	Note:	YTD 2017-18 Target	July	August	September	October	November	December	January	YTD November 17-18*	YTD November 16-17*	% Variance **
<b>Weighted Activity</b>												
Cost Weighted Separations (Total Hospital) Round 17			7,721	8,582	7,896	7,898	7,918	7,625	7,174	54,814	53,239	3%
<b>NWAWU - (national Weighted Activity Unit)</b>												
Admitted - Total Canberra Hospital	1, 14	n	n.p	n.p	n.p	n.p	n.p			NA	NA	NA
Acute Admitted Mental Health Services		n	n.p	n.p	n.p	n.p	n.p			NA	NA	NA
Emergency - Total Canberra Hospital - AI		n	n.p	n.p	n.p	n.p	n.p			NA	NA	NA
Non - Admitted (Outpatient)		n	n.p	n.p	n.p	n.p	n.p			NA	NA	NA
<b>NWAWU - Admitted Component- Total Canberra Hospital - No Longer Reported. Removed as of 22 September 2014.</b>												
<b>NWAWU - Admitted Sub Acute Component- Total Canberra Hospital</b>												
Sub Acute	1	n	n.p	n.p	n.p	n.p	n.p			NA	NA	NA
<b>Non Admitted Occasions of Service</b>												
Outpatient Occasions of Service (Total CHHS)	1	YTD 2017-18 Target	July Estimate	August Estimate	September Estimate	October Estimate	November Estimate	December Estimate	January Estimate	YTD November 17-18*	YTD November 16-17*	% Variance **
			45,824	50,212	38,752*	41,273*	40,450**	31,572**	35,788**	283,871	321,591	-11.7%
*Non-admitted data excludes CHHS Sexual Health and Pathology activity. **Non-admitted data excludes CAS, CHHS Sexual Health and Pathology activity.												
<b>Emergency Department Waiting Times</b>												
Total ED Presentations		YTD 2017-18 Target	July	August	September	October	November	December	January	YTD November 17-18*	YTD November 16-17*	% Variance **
			7,491	7,885	7,565	7,560	7,246	7,431	7,172	52,350	49,704	5%
Total % of ED Presentations Seen on Time - SI		70%	50%	38%	37%	40%	45%	50%	56%	45%	62%	-25%
ED Category One - % Seen Immediately - SI		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%
ED Category Two - % Seen within 10 minutes - SI		80%	74%	67%	67%	73%	70%	76%	83%	73%	77%	-7%
ED Category Three - % Seen within 30 minutes - SI		75%	34%	23%	21%	28%	30%	35%	40%	30%	47%	-45%
ED Category Four - % Seen within 60 minutes - SI		70%	47%	35%	33%	32%	42%	48%	53%	41%	63%	-29%
ED Category Five - % Seen within 120 minutes - SI		70%	79%	75%	74%	79%	81%	87%	92%	81%	92%	11%
ED Length of Stay less than four hours (Total) - NEAT(4hr Rule)		90%	65%	57%	56%	58%	62%	67%	67%	62%	72%	-28%
Number of Presentations with a LOS in the ED >24hrs			29	51	42	19	23	6	35	205	89	130%
Proportion of ED presentations who Did Not Wait		10%	3%	5%	5%	4%	4%	3%	3%	3.8%	2.4%	-6%
Cells highlighted in yellow represent a break from past continuity and a new, more robust calculation methodology that aligns with the Territory Wide Surgical Management Committee Report & the 2016-17 AIHW National Minimum Data Set specifications. Previous month's data has not been updated to reflect new calculation methodology which might cause some discrepancies in YTD results.												
<b>Elective Surgery</b>												
Ready for Care Patients on Hospital Waiting List	2	YTD 2017-18 Target	July	August	September	October	November	December	January	YTD November 17-18*	YTD November 16-17*	% Variance **
			2,387	2,432	2,502	2,379	2,472	2,467	2,513	2,513	1,919	31%
Patients Waiting Longer than Recommended Timeframes for Surgery (Long Waits) SI	2, 3	144	157	181	190	212	227	243	242	242	86	68%
Total Removals from the List for Surgery	2, 4		637	702	635	643	666	498	520	4,174	4,226	-1%
TCH Removals in Private Hospitals	2		29	45	34	45	54	12	19	238	360	-34%
Hospital Initiated Postponement Rate	1, 5	<8%	8%	9%	6%	N/A	N/A	N/A	N/A	NA	9%	NA
Ready for Care Patients Added to the List	2		683	886	690	714	839	598	614	5,024	4,757	6%
Total Emergency Surgery Procedures Performed			604	597	541	672	591	624	580	4,209	4,431	-5%
<b>Elective Surgery Timeliness Performance</b>												
Category 1 Admitted within 30 Days	2	YTD 2017-18 Target	July	August	September	October	November	December	January	YTD November 17-18* (see caveat above)	YTD November 16-17*	% Variance **
			92%	92%	91%	85%	95%	96%	88%	92%	95%	-8%
Category 2 Admitted within 90 Days	2	78%	68%	77%	74%	78%	74%	81%	68%	74%	87%	-4%
Category 3 Admitted within 365 Days	2	91%	80%	84%	76%	81%	85%	53%	45%	73%	82%	-18%
<b>Average Overdue days for Elective Surgery</b>												
Category 1 Average Overdue Waiting Days	2, 5	YTD 2017-18 Target	July	August	September	October	November	December	January	YTD November 17-18*	YTD November 16-17*	% Variance **
			0	61	13	3	3	4	9	9	249	NA
Category 2 Average Overdue Waiting Days	2, 5	<72	62	68	65	62	76	57	47	45	98	-38%
Category 3 Average Overdue Waiting Days	2, 5	<98	237	200	216	189	150	106	136	135	230	38%
<b>Divisional Indicators</b>												
<b>Inpatient Services</b>												
Canberra Hospital Separations (Total Separations)		YTD 2017-18 Target	July	August	September	October	November	December	January	YTD November 17-18*	YTD November 16-17*	% Variance **
			7,538	7,689	7,317	7,360	7,434	7,134	6,919	51,391	50,587	2%
Canberra Hospital Total Occupied Bed Days			22,969	26,318	22,603	23,956	23,817	21,686	21,257	162,606	157,648	3%
Canberra Hospital Non Same Day Bed Days (Excludes Same Day Episodes)			18,787	22,177	18,754	20,078	19,833	17,940	17,620	135,189	130,436	4%
<b>Bed Occupancy (Bed Utilisation) - New Method</b>												
TCH Campus		YTD 2017-18 Target	July	August	September	October	November	December	January	YTD November 17-18*	YTD November 16-17*	% Variance **
			97%	99%	98%	97%	96%	87%	86%	94%	93%	4%
<b>Longstay Numbers (LOS = &gt;30 days) in Hospital at End of Month</b>												
	6	YTD 2017-18 Target	July	August	September	October	November	December	January	YTD November 17-18*	YTD November 16-17*	% Variance **

National and Agency Indicators		Note:	YTD 2017-18 Target	July	August	September	October	November	December	January	YTD November 17-18*	YTD November 16-17*	% Variance **
Surgery & Oral Health				31	28	24	22	17	26	26	26	28	-7%
Medicine				25	24	23	26	21	12	18	18	13	38%
Women & Children's				1	0	0	0	2	0	2	2	8	-75%
Critical Care				3	2	0	4	2	2	2	2	3	-33%
Cancer Services				10	5	8	9	8	9	7	7	7	0%
Rehabilitation and Aged Care Services				26	22	27	21	26	25	27	27	27	0%
Mental Health, Justice Health and Alcohol & Drug Service (AMHU Only)				10	9	8	7	7	10	15	15	4	275%
<b>Total</b>				<b>106</b>	<b>90</b>	<b>90</b>	<b>89</b>	<b>83</b>	<b>84</b>	<b>97</b>	<b>97</b>	<b>90</b>	<b>8%</b>
Longstay Numbers (LOS = >15 <30 days) in Hospital at End of Month		6	YTD 2017-18 Target	July	August	September	October	November	December	January	YTD November 17-18*	YTD November 16-17*	% Variance **
Surgery & Oral Health				25	25	16	17	25	14	14	14	20	-30%
Medicine				15	17	16	12	15	20	23	23	10	130%
Women & Children's				2	1	1	2	3	0	1	1	4	-75%
Critical Care				1	2	2	2	3	2	2	2	2	0%
Cancer Services				4	11	8	8	7	6	7	7	8	-13%
Rehabilitation and Aged Care Services				12	15	9	14	8	14	6	6	12	-50%
Mental Health, Justice Health and Alcohol & Drug Service (AMHU Only)				11	5	7	8	7	12	4	4	5	-20%
<b>Total</b>				<b>70</b>	<b>76</b>	<b>59</b>	<b>63</b>	<b>68</b>	<b>68</b>	<b>57</b>	<b>57</b>	<b>61</b>	<b>-7%</b>
Capital Region Retrieval Service		1	YTD 2017-18 Target	July	August	September	October	November	December	January	YTD September 17-18*	YTD September 16-17*	% Variance **
<b>Total Monthly Activity</b>				98	97	100	76	67	94	n.p	532	209	155%
Phone Consults				39	40	40	20	26	31	n.p	196	88	123%
Fixed Wing				0	0	0	0	0	0	n.p	0	0	NA
Helicopter				39	41	49	43	34	55	n.p	261	88	197%
Road				20	16	11	13	7	8	n.p	75	33	127%
Primary Missions (Scene) Total				15	15	14	17	12	31	n.p	104	19	447%
All Primary Activation Time = <30minutes			100%	93%	100%	100%	1	1	100%	n.p	99%	100%	-1%
Secondary Missions (Hospital) Total				44	42	46	39	29	32	n.p	232	102	127%
All Secondary Activation Time = < 4hours			100%	97%	100%	98%	1	1	100%	n.p	98%	100%	-2%
Medical flight roster (No Gaps)			100%	100%	97%	100%	1	1	98%	n.p	99%	100%	-1%
Gastroenterology Waiting Times		7	YTD 2017-18 Target	July	August	September	October	November	December	January	YTD November 17-18*	YTD November 16-17*	% Variance **
Ready for Care Patients on Hospital Waiting List				3,654	3,768	3,752	3,661	3,691	3,783	3,696	3,696	3,876	-5%
Proportion of Category 1 Removals Seen on Time (< 30 days)			95%	49%	43%	48%	38%	37%	43%	42%	43%	35%	-52%
Proportion of Category 2 Removals Seen on Time (< 90 days)			55%	25%	23%	18%	27%	16%	19%	0%	18%	22%	-37%
Proportion of Category 3 Removals Seen on Time (< 365 days)			82%	32%	23%	26%	17%	21%	34%	14%	24%	48%	-58%
Total Removals from the List for Procedure				380	421	419	414	437	308	310	2,689	2,309	16%
Patients Added to the List				364	446	342	414	414	336	286	2,602	3,004	-13%
Medical Cardiology Waiting Times		7	YTD 2017-18 Target	July	August	September	October	November	December	January	YTD November 17-18*	YTD November 16-17*	% Variance **
Proportion of Category 1 Removals Seen on Time (< 30 days)		8	97%	83%	78%	68%	80%	96%	96%	88%	84%	80%	-13%
Total Removals from the List for Procedure				102	121	101	106	118	75	70	693	688	1%
Ready for Care Patients on Hospital Waiting List (Snapshot as at end of each month)				124	156	110	106	107	115	138	856	82	944%
Cardiology (Acute Coronary Syndrome)			Target	July	August	September	October	November	December	January	YTD November 17-18*	YTD November 16-17*	% Variance **
No of Patients Primary PCI for STEMI				19	15	10	NA	NA	NA	NA	NA	NA	NA
TCH Door to Wire Passage (Balloon) Time < 90 Mins		9	90%	100%	100%	90%	NA	NA	NA	NA	NA	NA	NA
Cath Lab Door to Wire Passage (Balloon) Time < 30 mins		10		79%	60%	70%	NA	NA	NA	NA	NA	NA	NA
Cancer, Ambulatory and Community Health Support			YTD 2017-18 Target	July	August	September	October	November	December	January	YTD November 17-18*	YTD November 16-17*	% Variance **
Radiation Therapy Waiting Times - % Emergency Patients Treated within 48hrs - SI			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%
Radiation Therapy Waiting Times - % Palliative — Treatment Starts within 2 weeks - SI			90%	45%	88%	64%	70%	73%	40%	35%	59%	79%	-31%
Radiation Therapy Waiting Times - % Radical — Treatment starts within 4 weeks - SI			90%	80%	80%	47%	77%	76%	66%	44%	67%	78%	-23%



National and Agency Indicators												
Note:	YTD 2017-18 Target	July	August	September	October	November	December	January	YTD November 17-18*	YTD November 16-17*	% Variance **	
Total ACT Breast Screens Performed - AI (Annual Target 18,500)	6,167	1,322	1,812	1,863	1,594	1,615	1,206	1,057	10,469	10,011	70%	
Number of Breast Screens for ACT Women Aged 50-69 - AI (Annual Target 13,000)	4,333	978	1,304	1,344	1,129	1,142	904	750	7,551	5,595	74%	
Participation Rate for Women Aged 50-69 - AI	11	60%	56%	56%	56%	55%	56%	56%	56%	56%	-4%	
Percentage of Screened Women who are Assessed within 28 days - AI		90%	97%	93%	95%	83%	91%	94%	91%	92%	86%	2%
Percentage of Women who Receive Results of Screen within 28 days - AI		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%
Mental Health, Justice Health and Alcohol & Drug Service												
Note:	YTD 2017-18 Target	July	August	September	October	November	December	January	YTD November 17-18*	YTD November 16-17*	% Variance **	
Proportion of Clients of Public Mental Health Services in the ACT Subject to Seclusion during an Inpatient Episode - SI	3%	2.8%	8.5%	1.5%	--	--	--	--	--	NA	NA	
Unplanned Readmissions to Hospital within 28 days of Discharge - SI	10%	10%	4%	10.4%	--	--	--	--	--	NA	NA	
Percentage of Clients with Outcome Measures Completed - LHN - AI	65%	76.2%	73.6%	70.5%	69.8%	73.6%	--	--	72.8%	71.6%	8%	
Percentage of Clients with Outcome Measures Completed - ACT Health Directorate - AI	65%	76.2%	73.6%	70.5%	69.8%	73.6%	72.6%	72.6%	72.8%	70.7%	8%	
Women, Youth and Children Services												
Note:	YTD 2017-18 Target	July	August	September	October	November	December	January	YTD November 17-18*	YTD November 16-17*	% Variance **	
Births		302	310	338	318	312	290	297	2,167	1,518	43%	
% of Births Delivered by Caesarean Section (Coded only) - therefore one month delay	12	30%	32%	27%	26%	24%	26%	19%	26%	28%	-2%	
% WHS Clients who receive Assessment within 14 days - AI	4	100%	100%	100%	100%	100%	100%	95%	99%	100%	-1%	
% WHS Clients who Attend "Well Women's Check" from CALD backgrounds - AI		40%	58%	48%	37%	52%	47%	41%	41%	46%	39%	6%
Rehabilitation, Aged and Community Care												
Note:	YTD 2017-18 Target	July	August	September	October	November	December	January	YTD November 17-18*	YTD November 16-17*	% Variance **	
<b>Outpatient Occasions of Service</b>		159	175	129	157	310	173	168	1,271	1,024	24%	
<b>Geriatrics</b>												
Total Occasions of Service		118	140	87	109	258	149	143	1,004	823	22%	
<b>Rehabilitation</b>												
Total Occasions of Service		41	35	42	48	52	24	25	267	201	33%	
Walk-in Centres												
Note:	YTD 2017-18 Target	July	August	September	October	November	December	January	YTD November 17-18*	YTD November 16-17*	% Variance **	
Total Presentations (of which include)	13	3,045	3,513	3,658	3,607	3,349	3,487	3,307	23,966	21,610	11%	
Presentations Belconnen		1,513	1,688	1,929	1,856	1,681	1,811	1,705	12,183	10,807	13%	
Presentations Tuggeranong		1,532	1,825	1,729	1,751	1,668	1,676	1,602	11,783	10,803	9%	
Fully Treated in WIC (%)		70%	75%	75%	77%	80%	83%	82%	77%	69%	8%	
Redirected to GP (%)		9%	8%	7%	7%	7%	6%	6%	7%	10%	-3%	
Redirected to ED (%)		7%	5%	7%	6%	6%	6%	6%	6%	7%	-1%	
Did not Wait (%)		1%	2%	1%	1%	1%	1%	1%	1%	1%	0%	
Other Redirections (%)		4%	3%	2%	2%	2%	1%	2%	3%	3%	0%	
Community-based care												
Note:	YTD 2017-18 Target	July	August	September	October	November	December	January	YTD November 17-18*	YTD November 16-17*	% Variance **	
% Children 0-14 Entering Substitute and Kinship Care with Health Screen - AI	14	90%	74%	117%	82%	100%	86%	47%	267%	93%	95%	3%
Number of Nursing OOS - AI (RACC) Annual Target 91,890	6, 15	38,288	7,923	8,275	7,578	8,359	8,356	7,781	7,539	55,811	40,115	46%
Number of Allied Health OOS - AI (RACC) Annual Target 30,630	6, 15	12,763	2,279	2,493	2,084	2,378	2,517	1,853	2,141	15,745	12,381	23%
Dental Health - Mean Wait Time in Months - AI	1	6 mths	5.2	5.8	5.7	5.6	5.8	6.3	7.2	5.9	5.2	-1%
Divisional Indicators												
Emergency Department Access x Division												
Note:	YTD 2017-18 Target	July	August	September	October	November	December	January	YTD November 17-18*	YTD November 16-17*	% Variance **	
<b>S&amp;OH - ED Access</b>												
Total Emergency Department Admissions		379	354	361	409	357	352	398	2,610	1,787	46%	
Proportion of ED Admissions with ED LOS <4hrs		42%	21%	20%	19%	25%	33%	39%	36%	28%	37%	-14%
Proportion of ED Admissions with ED LOS <8hrs		63%	55%	60%	66%	74%	80%	83%	69%	80%	-11%	
Proportion of ED Admissions with ED LOS <24hrs		100%	98%	98%	99%	100%	100%	100%	100%	99%	100%	-1%

National and Agency Indicators		Note:	YTD 2017-18 Target	July	August	September	October	November	December	January	YTD November 17-18*	YTD November 16-17*	% Variance **
<b>Medicine - ED Access</b>			YTD 2017-18 Target	July	August	September	October	November	December	January	YTD November 17-18*	YTD November 16-17*	% Variance **
Total Emergency Department Admissions				519	575	500	570	558	590	545	3857	3148	23%
Proportion of ED Admissions with ED LOS <4hrs			42%	22%	15%	16%	23%	33%	33%	31%	25%	36%	-17%
Proportion of ED Admissions with ED LOS <8hrs				59%	43%	50%	61%	75%	77%	72%	63%	73%	63%
Proportion of ED Admissions with ED LOS <24hrs			100%	98%	95%	95%	99%	100%	100%	99%	98%	99%	-2%
<b>WY&amp;C - ED Access</b>			YTD 2017-18 Target	July	August	September	October	November	December	January	YTD November 17-18*	YTD November 16-17*	% Variance **
Total Emergency Department Admissions				318	335	307	350	332	296	243	2181	2323	-6%
Proportion of ED Admissions with ED LOS <4hrs			42%	36%	26%	24%	21%	27%	26%	41%	28%	45%	-14%
Proportion of ED Admissions with ED LOS <8hrs				84%	78%	73%	73%	77%	78%	88%	78%	91%	-13%
Proportion of ED Admissions with ED LOS <24hrs			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%
<b>A&amp;CC - ED Access</b>			YTD 2017-18 Target	July	August	September	October	November	December	January	YTD November 17-18*	YTD November 16-17*	% Variance **
Total Emergency Department Admissions				1241	1172	1180	1101	1057	1191	1082	8024	8330	-4%
Proportion of ED Admissions with ED LOS <4hrs			42%	62%	50%	49%	53%	56%	60%	58%	55%	70%	13%
Proportion of ED Admissions with ED LOS <8hrs				92%	90%	88%	89%	89%	92%	91%	90%	95%	-4%
Proportion of ED Admissions with ED LOS <24hrs			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%
<b>RACC - ED Access</b>			YTD 2017-18 Target	July	August	September	October	November	December	January	YTD November 17-18*	YTD November 16-17*	% Variance **
Total Emergency Department Admissions				94	73	83	58	70	60	46	484	278	74%
Proportion of ED Admissions with ED LOS <4hrs			42%	11%	1%	0%	2%	11%	14%	7%	6%	13%	-36%
Proportion of ED Admissions with ED LOS <8hrs				47%	27%	22%	28%	50%	60%	41%	39%	59%	-20%
Proportion of ED Admissions with ED LOS <24hrs			100%	93%	90%	90%	95%	100%	100%	98%	95%	99%	-5%
<b>Cancer Services - ED Access</b>			YTD 2017-18 Target	July	August	September	October	November	December	January	YTD November 17-18*	YTD November 16-17*	% Variance **
Total Emergency Department Admissions				82	82	96	65	81	56	47	509	351	45%
Proportion of ED Admissions with ED LOS <4hrs			42%	12%	13%	10%	12%	12%	25%	15%	14%	25%	-28%
Proportion of ED Admissions with ED LOS <8hrs				45%	34%	56%	65%	62%	68%	55%	55%	73%	-18%
Proportion of ED Admissions with ED LOS <24hrs			100%	98%	93%	99%	99%	100%	100%	100%	98%	99%	-2%
<b>MHJH&amp;ADs- ED Access</b>			YTD 2017-18 Target	July	August	September	October	November	December	January	YTD November 17-18*	YTD November 16-17*	% Variance **
Total Emergency Department Admissions				112	102	100	105	94	97	122	732	761	-4%
Proportion of ED Admissions with ED LOS <4hrs			42%	30%	25%	12%	11%	11%	32%	15%	19%	29%	-23%
Proportion of ED Admissions with ED LOS <8hrs				75%	60%	45%	43%	39%	72%	32%	52%	62%	-10%
Proportion of ED Admissions with ED LOS <24hrs			100%	98%	100%	95%	92%	80%	96%	80%	91%	93%	-9%

**Background Information**

AI = Accountability Indicator, SI = Strategic Indicator

NP = not provided

**Notes:**

\* Where there is no raw data available, YTD figures have been calculated by averaging averages.

\*\* Where there is a Target, the Variance is calculated based on the Target, otherwise previous YTD figures are used. Percent figures (and variances) are based upon higher level underlying data.

1 This information (or a component of this information) is provided by the relevant areas. Please see Data Sources for more information.

2 Figures highlighted in grey are calculated based on ESWL dataset in MORBID database, which uses previous data replication, extraction and transformation methodology. PwC (Price Waterhouse Coopers) independently extracted data from ACTPAS to audit the ESWL dataset in Morbid database. They have identified some variances. Thus, these numbers need to be treated with caution. PwC's methodology will be available in their future reports.

3 Long Waits calculation methodology has been reviewed for September 2016. Figures from September are calculated using revised methodology that has not undergone full QA. Variance and YTD figures are not available since different methodology is used.

4 Previous months' data are referenced from the previous months' Scorecard.

5 Based on historical targets under the National Health Reform Agreement.

6 This information is generated from ODS database which has not been validated and these numbers need to be treated with caution.

7 PwC independently extracted data from ACTPAS to audit the ESWL dataset in Morbid database. They have identified some variances. Thus, these numbers need to be treated with caution. PwC's methodology will be available in their future reports.

8 Targets referred from previous Scorecards set by business areas.

9 >90 Min KPI according to Acute Coronary Syndrome Guidelines from Australian Commission on Safety and Quality in HealthCare.

10 The percentages reflected for treatment <30 mins can vary significantly due to the small number of patients treated.

National and Agency Indicators	Note:	YTD 2017-18 Target	July	August	September	October	November	December	January	YTD November 17-18*	YTD November 16-17*	% Variance **
<p>11 As of June 2016 the logic changed to exclude the mammogram incompleteness (numerator) and rolling monthly targets (denominator).</p> <p>12 As the reporting month's data is not complete due to coding lag time, YTD figures exclude the current reporting month's data for YTD this financial year and YTD previous financial year.</p> <p>13 The ECR system has demonstrated reliability issues and is routinely taken down for maintenance during WIC operational hours. ECR is currently configured to prevent retrospective data entry and so any presentations that occur while ECR is down are entered into ACTPAS. At this time, any presentations that are only in ACTPAS are not counted.</p> <p>14 YTD 2016-17 figures are referred from corresponding 2016-17 Scorecard.</p>												

The Canberra Hospital and Health Services						to February 2018		
<b>National and Agency Indicators</b>	Note:	YTD 2017-18 Target	December	January	February	YTD February 17-18*	YTD February 16-17*	% Variance **
<b>Weighted Activity</b>								
Cost Weighted Separations (Total Hospital) Round 17			7,635	7,151	7,036	61,839	60,011	3%
<b>NWAU - (national Weighted Activity Unit)</b>	1, 14							
Admitted - Total Canberra Hospital			n.p	n.p	n.p	NA	NA	NA
Acute Admitted Mental Health Services			n.p	n.p	n.p	NA	NA	NA
<b>Emergency - Total Canberra Hospital - AI</b>			n.p	n.p	n.p	NA	NA	NA
<b>Non - Admitted (Outpatient)</b>			n.p	n.p	n.p	NA	NA	NA
<b>NWAU - Admitted Component- Total Canberra Hospital - No Longer Reported. Removed as of 22 September 2014.</b>								
<b>NWAU - Admitted Sub Acute Component- Total Canberra Hospital</b>	1							
<b>Sub Acute</b>			n.p	n.p	n.p	NA	NA	NA
<b>Non Admitted Occasions of Service</b>		YTD 2017-18 Target	December Estimate	January Estimate	February Estimate	YTD February 17-18*	YTD February 16-17*	% Variance **
Outpatient Occasions of Service (Total CHHS)#	1		31,916	36,601	36,032	322,438	367,698	-12.3%
#Non-admitted data excludes CAS, CHHS Sexual Health and Pathology activity - Sep to Feb 2017-18.								
<b>Emergency Department Waiting Times</b>		YTD 2017-18 Target	December	January	February	YTD February 17-18*	YTD February 16-17*	% Variance **
Total ED Presentations			7,431	7,172	6,741	59,091	56,411	5%
<b>Total % of ED Presentations Seen on Time - SI</b>		70%	50%	56%	37%	44%	61%	-26%
ED Category One - % Seen Immediately - SI		100%	100%	100%	98%	100%	100%	0%
ED Category Two - % Seen within 10 minutes - SI		80%	76%	83%	69%	72%	74%	-8%
ED Category Three - % Seen within 30 minutes - SI		75%	35%	40%	23%	34%	45%	-41%
ED Category Four - % Seen within 60 minutes - SI		70%	48%	53%	32%	40%	43%	-30%
ED Category Five - % Seen within 120 minutes - SI		70%	87%	92%	68%	80%	91%	10%
ED Length of Stay less than four hours (Total) - NEAT(4hr Rule)		90%	67%	67%	55%	61%	71%	-29%
Number of Presentations with a LOS in the ED >24hrs			6	35	11	216	101	114%
Proportion of ED presentations who Did Not Wait		10%	3%	3%	5%	4.0%	2.6%	-6%
<b>Cells highlighted in yellow represent a break from past continuity and a new, more robust calculation methodology that aligns with the Territory Wide Surgical Management Committee Report &amp; the 2016-17 AIHW National Minimum Data Set specifications. Previous month's data has not been updated to reflect new calculation methodology which might cause some discrepancies in YTD results.</b>								
<b>Elective Surgery</b>		YTD 2017-18 Target	December	January	February	YTD February 17-18*	YTD February 16-17*	% Variance **
Ready for Care Patients on Hospital Waiting List	2		2,467	2,466	2,557	2,557	1,998	28%
Patients Waiting Longer than Recommended Timeframes for Surgery (Long Waits) SI	2, 3	144	243	235	278	278	102	93%
Total Removals from the List for Surgery	2, 4		509	526	533	4,908	4,812	2%
TCH Removals in Private Hospitals	2		12	19	29	267	390	-32%
Hospital Initiated Postponement Rate	1, 5	<8%	N/A	N/A	N/A	NA	9%	NA
Ready for Care Patients Added to the List	2		598	635	736	5,781	5,429	6%
Total Emergency Surgery Procedures Performed			626	605	589	4,825	5,004	-4%
<b>Elective Surgery Timeliness Performance</b>		YTD 2017-18 Target	December	January	February	YTD February 17-18*	YTD February 16-17*	% Variance **
Category 1 Admitted within 30 Days	2	100%	96%	88%	95%	92%	95%	-8%
Category 2 Admitted within 90 Days	2	78%	82%	67%	71%	74%	88%	-4%
Category 3 Admitted within 365 Days	2	91%	57%	45%	68%	72%	84%	-19%
<b>Average Overdue days for Elective Surgery</b>		YTD 2017-18 Target	December	January	February	YTD February 17-18*	YTD February 16-17*	% Variance **
Category 1 Average Overdue Waiting Days	2, 5	0	4	9	10	10	12	NA
Category 2 Average Overdue Waiting Days	2, 5	<72	57	47	38	38	219	-47%
Category 3 Average Overdue Waiting Days	2, 5	<98	106	136	125	125	226	28%
<b>Divisional Indicators</b>								

<b>National and Agency Indicators</b>		Note:	YTD 2017-18 Target	December	January	February	YTD February 17-18*	YTD February 16-17*	% Variance **
<b>Inpatient Services</b>			YTD 2017-18 Target	December	January	February	YTD February 17-18*	YTD February 16-17*	% Variance **
Canberra Hospital Separations (Total Separations)				7,134	6,917	6,696	58,085	57,392	1%
Canberra Hospital Total Occupied Bed Days				21,686	21,256	20,817	183,421	177,691	3%
Canberra Hospital Non Same Day Bed Days (Excludes Same Day Episodes)				17,940	17,620	17,284	152,473	146,786	4%
<b>Bed Occupancy (Bed Utilisation) - New Method</b>			YTD 2017-18 Target	December	January	February	YTD February 17-18*	YTD February 16-17*	% Variance **
TCH Campus			90%	87%	86%	92%	94%	93%	4%
<b>Longstay Numbers (LOS = &gt;30 days) in Hospital at End of Month</b>		6	YTD 2017-18 Target	December	January	February	YTD February 17-18*	YTD February 16-17*	% Variance **
Surgery & Oral Health				26	26	28	28	28	0%
Medicine				12	18	7	7	16	-56%
Women & Children's				8	10	10	10	11	-9%
Critical Care				2	2	0	0	4	-100%
Cancer Services				9	7	3	3	5	-40%
Rehabilitation and Aged Care Services				25	27	22	22	18	22%
Mental Health, Justice Health and Alcohol & Drug Service (AMHU Only)				10	15	10	10	7	43%
<b>Total</b>				92	105	80	80	89	-10%
<b>Longstay Numbers (LOS = &gt;15 &lt;30 days) in Hospital at End of Month</b>		6	YTD 2017-18 Target	December	January	February	YTD February 17-18*	YTD February 16-17*	% Variance **
Surgery & Oral Health				14	27	22	22	22	0%
Medicine				20	23	6	6	14	-57%
Women & Children's				3	4	4	4	4	0%
Critical Care				2	2	2	2	8	-75%
Cancer Services				6	7	9	9	4	125%
Rehabilitation and Aged Care Services				14	6	7	7	15	-53%
Mental Health, Justice Health and Alcohol & Drug Service (AMHU Only)				12	4	3	3	11	-73%
<b>Total</b>				71	73	53	53	78	-32%
<b>Capital Region Retrieval Service</b>		1	YTD 2017-18 Target	December	January	February	YTD February 17-18*	YTD February 16-17*	% Variance **
<b>Total Monthly Activity</b>				94	n.p	n.p	532	209	155%
Phone Consults				31	n.p	n.p	196	88	123%
Fixed Wing				0	n.p	n.p	0	0	NA
Helicopter				55	n.p	n.p	261	88	197%
Road				8	n.p	n.p	75	33	127%
Primary Missions (Scene) Total				31	n.p	n.p	104	19	447%
All Primary Activation Time = <30minutes			100%	100%	n.p	n.p	99%	100%	-1%
Secondary Missions (Hospital) Total				32	n.p	n.p	232	102	127%
All Secondary Activation Time = < 4hours			100%	100%	n.p	n.p	98%	100%	-2%
Medical flight roster (No Gaps)			100%	98%	n.p	n.p	99%	100%	-1%
<b>Gastroenterology Waiting Times</b>		7	YTD 2017-18 Target	December	January	February	YTD February 17-18*	YTD February 16-17*	% Variance **
Ready for Care Patients on Hospital Waiting List				3,783	3,696	3,646	3,646	3,806	-4%
Proportion of Category 1 Removals Seen on Time (< 30 days)			95%	43%	22%	32%	39%	36%	-56%
Proportion of Category 2 Removals Seen on Time (< 90 days)			55%	19%	14%	25%	21%	21%	-34%
Proportion of Category 3 Removals Seen on Time (< 365 days)			82%	34%	31%	19%	25%	48%	-57%

National and Agency Indicators		Note:	YTD 2017-18 Target	December	January	February	YTD February 17-18*	YTD February 16-17*	% Variance **
Total Removals from the List for Procedure				242	259	299	2,504	2,585	-3%
Patients Added to the List				336	303	307	2,928	3,314	-12%
Medical Cardiology Waiting Times		7	YTD 2017-18 Target	December	January	February	YTD February 17-18*	YTD February 16-17*	% Variance **
Proportion of Category 1 Removals Seen on Time (< 30 days)		8	97%	96%	92%	97%	86%	79%	-11%
Total Removals from the List for Procedure				75	69	99	791	788	0%
Ready for Care Patients on Hospital Waiting List (Snapshot as at end of each month)				115	138	142	142	100	42%
Cardiology (Acute Coronary Syndrome)			Target	December	January	February	YTD February 17-18*	YTD February 16-17*	% Variance **
No of Patients Primary PCI for STEMI				NA	NA	NA	NA	NA	NA
TCH Door to Wire Passage (Balloon) Time < 90 Mins		9	90%	NA	NA	NA	NA	NA	NA
Cath Lab Door to Wire Passage (Balloon) Time < 30 mins		10		NA	NA	NA	NA	NA	NA
Cancer, Ambulatory and Community Health Support			YTD 2017-18 Target	December	January	February	YTD February 17-18*	YTD February 16-17*	% Variance **
Radiation Therapy Waiting Times - % Emergency Patients Treated within 48hrs - SI			100%	100%	100%	100%	100%	100%	0%
Radiation Therapy Waiting Times -% Palliative — Treatment Starts within 2 weeks - SI			90%	40%	35%	67%	60%	81%	-30%
Radiation Therapy Waiting Times -% Radical — Treatment starts within 4 weeks - SI			90%	66%	44%	35%	63%	81%	-27%
Total ACT Breast Screens Performed - AI (Annual Target 18,500)			6,167	1,206	1,057	1,437	11,906	11,326	93%
Number of Breast Screens for ACT Women Aged 50-69 - AI (Annual Target 13,000)			4,333	904	750	1,005	8,556	8,181	97%
Participation Rate for Women Aged 50-69 - AI		11	60%	56%	56%	55%	55%	56%	-5%
Percentage of Screened Women who are Assessed within 28 days - AI			90%	94%	91%	97%	93%	88%	3%
Percentage of Women who Receive Results of Screen within 28 days - AI			100%	100%	100%	100%	100%	100%	0%
Mental Health, Justice Health and Alcohol & Drug Service			YTD 2017-18 Target	December	January	February	YTD February 17-18*	YTD February 16-17*	% Variance **
Proportion of Clients of Public Mental Health Services in the ACT Subject to Seclusion during an Inpatient Episode - SI			3%	--	--	--	--	--	NA
Unplanned Readmissions to Hospital within 28 days of Discharge - SI			10%	--	--	--	--	--	NA
Percentage of Clients with Outcome Measures Completed - LHN - AI			65%	72.6%	72.6%	78.1%	72.8%	70.5%	8%
Women, Youth and Children Services			YTD 2017-18 Target	December	January	February	YTD February 17-18*	YTD February 16-17*	% Variance **
Births				284	297	306	2,466	2,391	3%
% of Births Delivered by Caesarean Section (Coded only) - therefore one month delay		12		27%	24%	23%	26%	28%	-2%
% WHS Clients who receive Assessment within 14 days - AI		4	100%	100%	95%	100%	99%	100%	-1%
% WHS Clients who Attend "Well Women's Check" from CALD backgrounds - AI			40%	41%	41%	51%	47%	41%	7%
Rehabilitation, Aged and Community Care			YTD 2017-18 Target	December	January	February	YTD February 17-18*	YTD February 16-17*	% Variance **
Outpatient Occasions of Service				173	168	201	1,477	1,597	-8%
Geriatrics									
Total Occasions of Service				149	143	149	1,158	1,295	-11%
Rehabilitation									
Total Occasions of Service				24	25	52	319	302	6%

<b>National and Agency Indicators</b>		Note:	YTD 2017-18 Target	December	January	February	YTD February 17-18*	YTD February 16-17*	% Variance **
<b>Walk-in Centres</b>		13	YTD 2017-18 Target	December	January	February	YTD February 17-18*	YTD February 16-17*	% Variance **
Total Presentations (of which include)				3,487	3,307	3,194	27,160	24,491	11%
Presentations Belconnen				1,811	1,705	1,743	13,926	12,244	14%
Presentations Tuggeranong				1,676	1,602	1,451	13,234	12,247	8%
Fully Treated in WIC (%)				83%	82%	77.0%	78%	69%	9%
Redirected to GP (%)				6%	6%	5.0%	7%	11%	-4%
Redirected to ED (%)				6%	6%	5.3%	6%	7%	-1%
Did not Wait (%)				1%	1%	1%	1%	1%	0%
Other Redirections (%)				1%	2%	2%	3%	3%	0%
<b>Community-based care</b>			YTD 2017-18 Target	December	January	February	YTD February 17-18*	YTD February 16-17*	% Variance **
% Children 0-14 Entering Substitute and Kinship Care with Health Screen - AI		14	90%	47%	267%	120%	94%	99%	4%
Number of Nursing OOS - AI (RACC) Annual Target 91,890		6, 15	61,260	7,776	7,679	7,151	63,323	62,917	3%
Number of Allied Health OOS - AI (RACC) Annual Target 30,630		6, 15	20,420	1,868	2,195	2,161	18,004	18,356	-12%
Dental Health - Mean Wait Time in Months - AI		1	6 mths	6.3	7.2	7.1		6.2	1%
<b>Divisional Indicators</b>									
<b>Emergency Department Access x Division</b>									
<b>S&amp;OH - ED Access</b>			YTD 2017-18 Target	December	January	February	YTD February 17-18*	YTD February 16-17*	% Variance **
Total Emergency Department Admissions				353	424	355	2,993	2856	5%
Proportion of ED Admissions with ED LOS <4hrs			90%	39%	35%	23%	27%	37%	-63%
Proportion of ED Admissions with ED LOS <8hrs				80%	82%	67%	68%	81%	-13%
Proportion of ED Admissions with ED LOS <24hrs			100%	100%	100%	99%	99%	100%	-1%
<b>Medicine - ED Access</b>			YTD 2017-18 Target	December	January	February	YTD February 17-18*	YTD February 16-17*	% Variance **
Total Emergency Department Admissions				592	570	455	4339	4881	-11%
Proportion of ED Admissions with ED LOS <4hrs			42%	33%	30%	29%	25%	35%	-17%
Proportion of ED Admissions with ED LOS <8hrs				77%	71%	68%	63%	75%	63%
Proportion of ED Admissions with ED LOS <24hrs			100%	100%	99%	100%	98%	99%	-2%
<b>WY&amp;C - ED Access</b>			YTD 2017-18 Target	December	January	February	YTD February 17-18*	YTD February 16-17*	% Variance **
Total Emergency Department Admissions				296	245	265	2448	2635	-7%
Proportion of ED Admissions with ED LOS <4hrs			81%	26%	40%	30%	28%	42%	-53%
Proportion of ED Admissions with ED LOS <8hrs				78%	88%	74%	78%	90%	-12%
Proportion of ED Admissions with ED LOS <24hrs			100%	100%	100%	100%	100%	100%	0%
<b>A&amp;CC - ED Access</b>			YTD 2017-18 Target	December	January	February	YTD February 17-18*	YTD February 16-17*	% Variance **
Total Emergency Department Admissions				1191	1089	985	9016	9416	-4%
Proportion of ED Admissions with ED LOS <4hrs			42%	60%	57%	47%	54%	69%	12%

<b>National and Agency Indicators</b>		Note:	YTD 2017-18 Target	December	January	February	YTD February 17-18*	YTD February 16-17*	% Variance **
Proportion of ED Admissions with ED LOS <8hrs				92%	91%	85%	90%	95%	-5%
Proportion of ED Admissions with ED LOS <24hrs			100%	100%	100%	100%	100%	100%	0%
<b>RACC - ED Access</b>			YTD 2017-18 Target	December	January	February	YTD February 17-18*	YTD February 16-17*	% Variance **
Total Emergency Department Admissions				60	50	57	545	491	11%
Proportion of ED Admissions with ED LOS <4hrs				13%	6%	0%	6%	13%	-7%
Proportion of ED Admissions with ED LOS <8hrs				60%	40%	45%	39%	62%	-23%
Proportion of ED Admissions with ED LOS <24hrs			100%	100%	98%	100%	95%	99%	-5%
<b>Cancer Services - ED Access</b>			YTD 2017-18 Target	December	January	February	YTD February 17-18*	YTD February 16-17*	% Variance **
Total Emergency Department Admissions				56	49	61	572	389	47%
Proportion of ED Admissions with ED LOS <4hrs				25%	14%	11%	14%	23%	14%
Proportion of ED Admissions with ED LOS <8hrs				68%	55%	66%	55%	72%	-17%
Proportion of ED Admissions with ED LOS <24hrs			100%	100%	100%	100%	98%	99%	-2%
<b>MHJH&amp;ADs- ED Access</b>			YTD 2017-18 Target	December	January	February	YTD February 17-18*	YTD February 16-17*	% Variance **
Total Emergency Department Admissions				100	126	112	852	865	-2%
Proportion of ED Admissions with ED LOS <4hrs				32%	15%	19%	19%	27%	19%
Proportion of ED Admissions with ED LOS <8hrs				72%	33%	63%	54%	61%	-7%
Proportion of ED Admissions with ED LOS <24hrs			100%	96%	80%	96%	92%	93%	-8%
<b>Background Information</b>									
AI = Accountability Indicator, SI = Strategic Indicator									
NP = not provided									
<b>Notes:</b>									
* Where there is no raw data available, YTD figures have been calculated by averaging averages.									
** Where there is a Target, the Variance is calculated based on the Target, otherwise previous YTD figures are used. Percent figures (and variances) are based upon higher level underlying data.									
1 This information (or a component of this information) is provided by the relevant areas. Please see Data Sources for more information.									
2 Figures highlighted in grey are calculated based on ESWL dataset in MORBID database, which uses previous data replication, extraction and transformation methodology. PwC (Price Waterhouse Coopers) independently extracted data from ACTPAS to audit the ESWL dataset in Morbid database. They have identified some variances. Thus, these numbers need to be treated with caution. PwC's methodology will be available in their future reports.									
3 Long Waits calculation methodology has been reviewed for September 2016. Figures from September are calculated using revised methodology that has not undergone full QA. Variance and YTD figures are not available since different methodology is used.									
4 Previous months' data are referenced from the previous months' Scorecard.									
5 Based on historical targets under the National Health Reform Agreement.									
6 This information is generated from ODS database which has not been validated and these numbers need to be treated with caution.									
7 PwC independently extracted data from ACTPAS to audit the ESWL dataset in Morbid database. They have identified some variances. Thus, these numbers need to be treated with caution. PwC's methodology will be available in their future reports.									
8 Targets referred from previous Scorecards set by business areas.									
9 >90 Min KPI according to Acute Coronary Syndrome Guidelines from Australian Commission on Safety and Quality in HealthCare.									
10 The percentages reflected for treatment <30 mins can vary significantly due to the small number of patients treated.									
11 As of June 2016 the logic changed to exclude the mammogram incompleteness (numerator) and rolling monthly targets (denominator).									
12 As the reporting month's data is not complete due to coding lag time, YTD figures exclude the current reporting month's data for YTD this financial year and YTD previous financial year.									
13 The ECR system has demonstrated reliability issues and is routinely taken down for maintenance during WIC operational hours. ECR is currently configured to prevent retrospective data entry and so any presentations that occur while ECR is down are entered into ACTPAS. At this time, any presentations that are only in ACTPAS are not counted.									
14 YTD 2016-17 figures are referred from corresponding 2016-17 Scorecard.									