

Quarterly Performance Report

2016-17 – Quarter 1 to Quarter 4



ACT
Government

ACT Health

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About the Quarterly Performance Report

This report provides information for consumers about how our local public health system is performing. The system includes:

- **Community-based care**
 - Walk-in Centres, Maternal and Child Health Services, Physiotherapy, Dental, Mental Health Services
- **Hospital-based care**
 - Emergency Departments, Elective Surgery, Admitted Patients, Hospital in the Home

Providing timely, safe and sustainable care across the ACT is a key priority for the ACT Government. We aim to be the safest health care system in Australia, delivering high quality, person-centred care for Canberrans.

Data reporting and management is integral to running an informed hospital and health care system that is accountable, transparent and responsive.

It is also key to improving health service performance to ensure better access to timely, safe and sustainable care, a key focus for the community and the ACT Government.

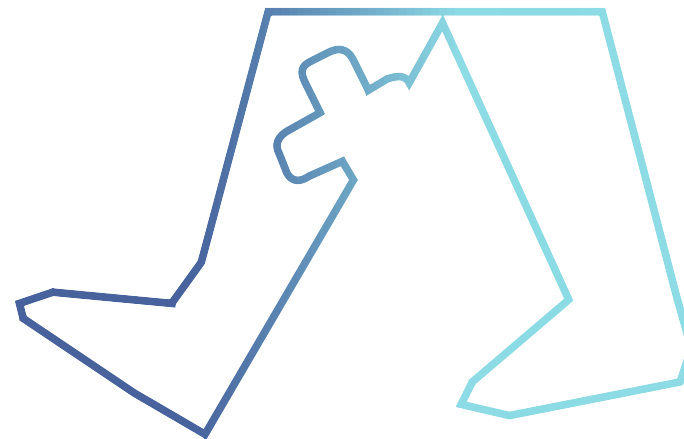
During the System-Wide Data Review announced in 2017, the publication of quarterly performance reports was put on hold to allow time for ACT Health to review and develop new reporting processes.

From 2018-19, reports will be published each quarter, providing readers with a synopsis of territory-wide performance of public health services across several domains. The new quarterly report includes performance results for Emergency Departments, Elective Surgery, Admitted Patients and Walk-in Centres, and will evolve to include more information.

This report contains the four quarterly results for 2016-17 to provide transparent public reporting on historical performance of the Territory's health services.

Walk-in Centres

ACT Health's Walk-in Centres provide free efficient access to treatment and health advice for one-off, minor injuries and illness. Patients requiring urgent attention for serious injury or illness are directed to Emergency Departments.



Walk-in Centres Activity and Performance

	September quarter 2016	December quarter 2016	March quarter 2017	June quarter 2017	Change from March to June quarter (%)	Last 4 quarters
Walk-in Centre activity						
Presentations at Tuggeranong	4,883	4,579	4,517	4,276	-5%	
Presentations at Belconnen	4,879	4,677	4,520	4,436	-2%	
Median wait time to treatment (minutes)						
Tuggeranong	22	15	15	16	7%	
Belconnen	8	5	7	7	0%	
Fully treated in the Walk-in Centre						
Tuggeranong	77%	77%	73%	74%	1%	
Belconnen	84%	84%	81%	84%	3%	
Redirected to Emergency Department						
Tuggeranong	8.9%	9.8%	10.4%	10.6%	0.2%	
Belconnen	4.0%	4.7%	5.7%	5.5%	-0.2%	

Note: All variances have been calculated using the relative difference with the exception of metrics that are displayed as a percentage where the actual difference has been used.

Emergency Department

ACT public hospital emergency departments (EDs) are open to everyone, providing triage, assessment and treatment for patients suffering from a range of medical conditions as well as providing life-saving care for acutely unwell patients.





Emergency Department Activity

	September quarter 2016		December quarter 2016		March quarter 2017		June quarter 2017		Change in volume from March to June quarter	Last 4 quarters
Emergency department activity	Volume	Share of total (%)	Volume	Share of total (%)	Volume	Share of total (%)	Volume	Share of total (%)	%	
All ED presentations	36,083		36,222		35,944		35,611		-1%	
Triage category										
Resuscitation	150	0.4%	162	0.4%	175	0.5%	155	0.4%	-11%	
Emergency	3,671	10.2%	3,389	9.4%	3,705	10.3%	3,929	11.0%	6%	
Urgent	13,856	38.4%	13,625	37.6%	13,670	38.0%	14,229	40.0%	4%	
Semi-urgent	14,357	39.8%	14,963	41.3%	14,960	41.6%	14,244	40.0%	-5%	
Non-urgent	4,049	11.2%	4,083	11.3%	3,434	9.6%	3,054	8.6%	-11%	
Admissions to hospitals from EDs	11,662	32%	11,398	31%	11,560	32%	11,755	33%	2%	
Patients treated and discharged	22,420	62%	23,002	64%	22,333	62%	22,283	63%	0%	
Arrivals at EDs by ambulance	7,327	20%	6,990	19%	7,102	20%	7,170	20%	1%	



Emergency Department Performance

	September quarter 2016	December quarter 2016	March quarter 2017	June quarter 2017	2016-17 Target	Change from March to June quarter	Last 4 quarters
Emergency department performance	%	%	%	%	%	%	
Patients starting treatment on time by triage category							
Resuscitation*	99%	98%	99%	99%	100%	0%	
Emergency	72%	77%	79%	81%	80%	2%	
Urgent	46%	54%	50%	50%	75%	0%	
Semi-urgent	59%	69%	62%	65%	70%	3%	
Non-urgent	90%	94%	90%	93%	70%	3%	
Patients leaving the ED within 4 hours of presentation	70%	75%	73%	74%	77%	1%	
Percentage of patients that did not wait to be seen	3.7%	3.1%	3.7%	2.5%	-	-1.2%	
Median waiting time to treatment in ED by triage category (minutes)							
Resuscitation	0	0	0	0	-	-	
Emergency	5	6	6	5	-	-17%	
Urgent	31	27	31	35	-	13%	
Semi-urgent	42	48	44	37	-	-16%	
Non-urgent	35	38	29	34	-	17%	

*In November 2017 a Corrigendum on the ACT Health 2016-17 Annual Report was tabled in the Legislative Assembly to provide clarification on the performance result of 99% for 'Patients starting treatment on time – Resuscitation category'. All Resuscitation patients were treated immediately upon arrival in the Emergency Department but due to prioritisation of medical attention over administrative data entry a small number of patients were recorded as not being treated within the required timeframe.

Note: All variances have been calculated using the relative difference with the exception of metrics that are displayed as a percentage where the actual difference has been used.

Admitted Patients

The ACT has some of the nation's highest quality health care services and facilities.

Admitted patients are patients who are admitted to a hospital for care and does not include emergency department patients, outpatients or other non-admitted patients treated on the hospital site.





Admitted Patient Activity

Admitted Patient Activity	September quarter 2016		December quarter 2016		March quarter 2017		June quarter 2017		Change in volume from March to June quarter	Last 4 quarters
	Volume	Share of total (%)	Volume	Share of total (%)	Volume	Share of total (%)	Volume	Share of total (%)	%	
Total admitted patient episodes of care at ACT public hospitals	28,975		28,891		28,378		29,177		3%	
Same day episodes (including day surgery)	14,709	51%	15,104	52%	15,096	53%	15,619	54%	3%	
Overnight episodes	14,266	49%	13,787	48%	13,282	47%	13,558	46%	2%	
Total bed days of care at ACT public hospitals	92,819		91,374		86,250		89,101		3%	
Total overnight bed days of care	78,110		76,270		71,154		73,482		3%	
Acute overnight bed days of care	57,425	73%	55,172	72%	52,487	74%	54,157	73%	3%	
Subacute and non-acute overnight bed days of care	13,824	18%	13,681	18%	11,450	16%	12,967	18%	13%	
Mental health overnight bed days of care	6,861	9%	7,417	10%	7,217	10%	6,358	9%	-12%	
Total babies born at ACT public hospitals	1,391		1,304		1,328		1,268		-5%	
Number of babies born by caesarean section	365		381		391		371		-5%	



Admitted Patient Performance




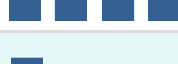




	September quarter 2016	December quarter 2016	March quarter 2017	June quarter 2017	Change from last quarter	Last 4 quarters
Admitted Patient Performance	(Days)	(Days)	(Days)	(Days)	%	
Total Average Length of Stay (ALOS) for overnight patients at ACT public hospitals	5.5	5.5	5.4	5.4	0%	
by care type stream (in days)						
Acute ALOS	4.5	4.5	4.4	4.5	2%	
Subacute and non-acute ALOS	15.0	14.5	12.6	13.5	7%	
Mental health ALOS	13.4	14.6	14.0	12.9	-8%	

Elective Surgery

Public elective surgery is provided at Canberra Hospital, Calvary Public Hospital Bruce and selected private provider facilities in the ACT contracted by ACT Health.









Elective Surgery Activity

Elective Surgery activity	September quarter 2016		December quarter 2016		March quarter 2017		June quarter 2017		Change in volume from March to June quarter	Last 4 quarters
	Volume	Share of total (%)	Volume	Share of total (%)	Volume	Share of total (%)	Volume	Share of total (%)	%	
Total number of elective surgery procedures performed	3,460		3,361		2,873		3,132		9%	
Urgent, Category 1 (within 30 days)	1,050	30%	1,134	34%	960	33%	1,107	35%	15%	
Semi-urgent, Category 2 (within 90 days)	1,312	38%	1,177	35%	994	35%	1,137	36%	14%	
Non-urgent, Category 3 (within 365 days)	1,098	32%	1,050	31%	919	32%	888	29%	-3%	
Number of patients removed from the elective surgery waiting list for reasons other than surgery	649		420		452		447		-1%	
Additions to the elective surgery waiting list	3,946		3,756		3,735		4,139		11%	
Patients waiting for their elective surgery	4,018		4,012		4,655		5,149		11%	
The number of overdue patients waiting for their elective surgery	177	4%	157	4%	291	6%	424	8%	46%	

Note: Patients may be removed from the elective surgery waiting list for a range of reasons other than surgery including patient recovery without surgery or patient relocation.

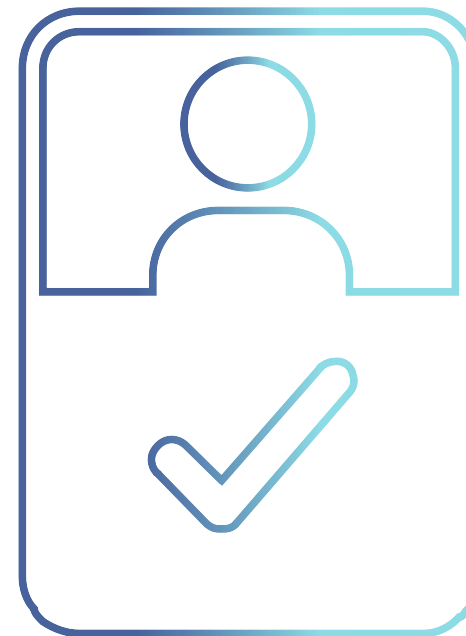
Elective Surgery Performance

	September quarter 2016	December quarter 2016	March quarter 2017	June quarter 2017	2016-17 Target	Change from last quarter	Last 4 quarters
Elective Surgery Performance							
Percentage of elective surgery operations performed within clinically recommended timeframes							
Urgent, Category 1 (within 30 days)	92%	93%	93%	88%	100%	-5%	
Semi-urgent, Category 2 (within 90 days)	80%	86%	83%	75%	78%	-8%	
Non-urgent, Category 3 (within 365 days)	84%	90%	90%	88%	91%	-2%	
Median wait times to surgery							
Urgent, Category 1 (within 30 days)	15	16	18	19	-	6%	
Semi-urgent, Category 2 (within 90 days)	57	51	57	61	-	7%	
Non-urgent, Category 3 (within 365 days)	191	191	182	173	-	-5%	








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Quality and Safety

ACT Health strives to provide safe and high quality health care, and is continually implementing practice improvements to increase safety for all patients.



Quality and Safety

	September quarter 2016	December quarter 2016	March quarter 2017	June quarter 2017	2016-17 Target	Change from last quarter	Last 4 quarters
Maximising the quality of hospital services							
Proportion of patients readmitted to hospital within 28 days due to complications associated with their condition							
Canberra Hospital	1.3%	1.3%	1.3%	1.3%	<2%	0.0%	
Calvary Hospital	0.5%	0.5%	0.7%	0.6%	<1%	-0.1%	
Proportion of people who undergo a surgical procedure requiring an unplanned return to the operating theatre due to complications							
Canberra Hospital	0.7%	0.7%	0.5%	0.7%	<1%	0.2%	
Calvary Hospital	0.2%	0.3%	0.3%	0.3%	<0.5%	0.0%	
Number of patients per 10,000 occupied bed days who acquire a <i>Staphylococcus aureus</i> bacteraemia infection (SAB infection)							
	(per 10,000 occupied bed days)	(per 10,000 occupied bed days)	(per 10,000 occupied bed days)	(per 10,000 occupied bed days)	(per 10,000 occupied bed days)	(per 10,000 occupied bed days)	
Canberra Hospital	0.7	1.2	1.2	0.9	<2	-0.3	
Calvary Hospital	0.8	0.9	0.5	0.0	<2	-0.5	
Estimated Hand Hygiene Rate							
Canberra Hospital	82%	84%	83%	82%	75%	-1%	
Calvary Hospital	80%	73%	86%	79%	75%	-7%	