

Quarterly Performance Report

2017-18 – 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.

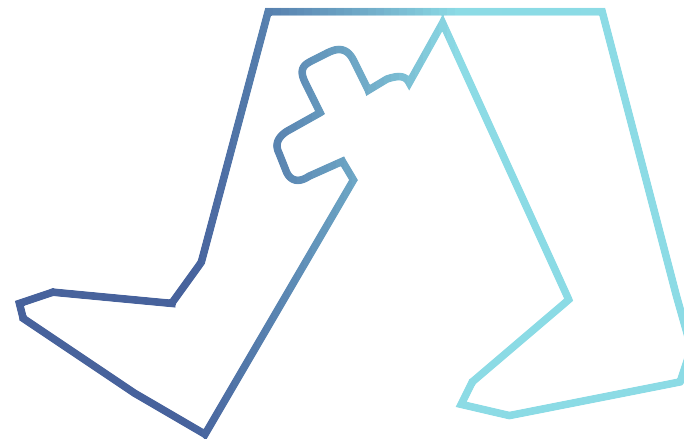
During the System-Wide Data Review announced in 2017, the publication of quarterly performance reports was put on hold to allow time for ACT Health to review and develop new reporting processes.

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 2017-18 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.



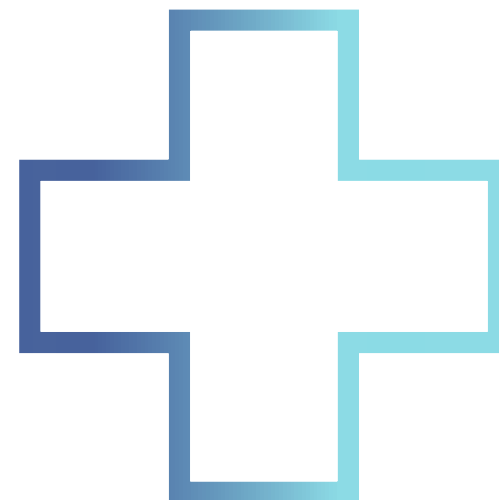
Walk-in Centres Activity and Performance

	September quarter 2017	December quarter 2017	March quarter 2018	June quarter 2018	Change from March to June quarter (%)	Last 4 quarters
Walk-in Centre activity						
Presentations at Tuggeranong	5,155	5,113	4,708	4,738	1%	
Presentations at Belconnen	5,534	5,391	5,389	5,516	2%	
Median wait time to treatment (minutes)						
Tuggeranong	20	19	15	16	7%	
Belconnen	14	11	11	13	18%	
Fully treated in the Walk-in Centre						
Tuggeranong	79%	84%	85%	84%	-1%	
Belconnen	80%	84%	88%	87%	-1%	
Redirected to Emergency Department						
Tuggeranong	8.2%	7.8%	7.4%	6.7%	-0.7%	
Belconnen	4.5%	4.4%	4.3%	3.7%	-0.6%	

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 2017		December quarter 2017		March quarter 2018		June quarter 2018		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	38,225		37,298		36,269		35,986		-1%	
Triage category										
Resuscitation	222	0.6%	189	0.5%	167	0.5%	174	0.5%	4%	
Emergency	3,880	10.2%	3,659	9.8%	3,589	9.9%	3,609	10.0%	1%	
Urgent	15,682	41.0%	15,569	41.7%	15,346	42.3%	15,509	43.1%	1%	
Semi-urgent	15,274	40.0%	14,726	39.5%	14,157	39.0%	13,842	38.5%	-2%	
Non-urgent	3,167	8.3%	3,155	8.5%	3,010	8.3%	2,852	7.9%	-5%	
Admissions to hospitals from EDs	11,563	30%	11,648	31%	11,435	32%	11,358	32%	-1%	
Patients treated and discharged	24,157	63%	23,396	63%	22,364	62%	22,023	61%	-2%	
Arrivals at EDs by ambulance	7,709	20%	7,239	19%	7,318	20%	7,463	21%	2%	

Note: Due to rounding of results totals may not equal 100%



Emergency Department Performance

	September quarter 2017	December quarter 2017	March quarter 2018	June quarter 2018	2017-18 Target	Change from March to June quarter	Last 4 quarters
Emergency department performance	%	%	%	%	%	%	
Patients starting treatment on time by triage category							
Resuscitation	100%	100%	100%	100%	100%	0%	
Emergency	75%	79%	79%	76%	80%	-3%	
Urgent	36%	41%	39%	33%	75%	-6%	
Semi-urgent	48%	51%	50%	45%	70%	-5%	
Non-urgent	81%	85%	83%	77%	70%	-6%	
Patients leaving the ED within 4 hours of presentation	64%	67%	64%	60%	90%	-4%	
Percentage of patients that did not wait to be seen	4.3%	3.6%	4.3%	4.7%	-	0.4%	
Median waiting time to treatment in ED by triage category (minutes)							
Resuscitation	0	0	0	0	-	0%	
Emergency	6	6	6	6	-	0%	
Urgent	50	43	44	55	-	25%	
Semi-urgent	64	59	60	70	-	17%	
Non-urgent	55	48	50	58	-	16%	

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 2017		December quarter 2017		March quarter 2018		June quarter 2018		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	29,565		29,017		28,164		28,675		2%	
Same day episodes (including day surgery)	15,395	52%	15,100	52%	14,614	52%	14,943	52%	2%	
Overnight episodes	14,170	48%	13,917	48%	13,550	48%	13,732	48%	1%	
Total bed days of care at ACT public hospitals	95,479		91,484		85,758		90,027		5%	
Total overnight bed days of care	80,084		76,384		71,144		75,084		6%	
Acute overnight bed days of care	59,129	74%	55,201	72%	50,341	71%	55,553	74%	10%	
Subacute and non-acute overnight bed days of care	12,818	16%	13,429	18%	12,534	17%	12,231	16%	-2%	
Mental health overnight bed days of care	8,137	10%	7,754	10%	8,269	12%	7,300	10%	-12%	
Total babies born at ACT public hospitals	1,375		1,280		1,288		1,244		-3%	
Number of babies born by caesarean section	381		329		346		369		7%	



Admitted Patient Performance





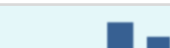



	September quarter 2017	December quarter 2017	March quarter 2018	June quarter 2018	Change from last quarter	Last 4 quarters
Admitted Patient Performance	(Days)	(Days)	(Days)	(Days)	%	
Total Average Length of Stay (ALOS) for overnight patients at ACT public hospitals	5.7	5.5	5.3	5.5	4%	
by care type stream (in days)						
Acute ALOS	4.7	4.4	4.1	4.5	10%	
Subacute and non-acute ALOS	12.7	14.5	14.6	14.5	-1%	
Mental health ALOS	17.1	15.6	15.2	14.1	-7%	

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 2017		December quarter 2017		March quarter 2018		June quarter 2018		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	3,311		3,120		3,046		3,863		27%	
Urgent, Category 1 (within 30 days)	1,051	32%	1,035	33%	913	30%	1,117	29%	22%	
Semi-urgent, Category 2 (within 90 days)	1,227	37%	1,099	35%	1,082	36%	1,249	32%	15%	
Non-urgent, Category 3 (within 365 days)	1,033	31%	986	32%	1,051	34%	1,497	39%	42%	
Number of patients removed from the elective surgery waiting list for reasons other than surgery	501		415		708		615		-13%	
Additions to the elective surgery waiting list	3,952		3,732		3,636		3,986		10%	
Patients waiting for their elective surgery	5,316		5,461		5,406		4,842		-10%	
The number of overdue patients waiting for their elective surgery	506	10%	587	11%	596	11%	399	8%	-33%	

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.



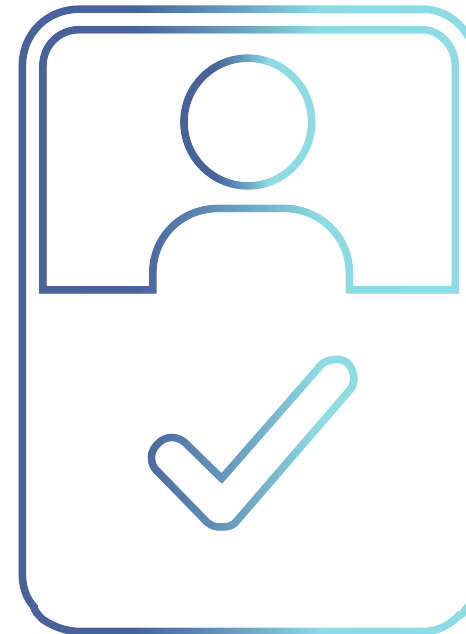
Elective Surgery Performance

	September quarter 2017	December quarter 2017	March quarter 2018	June quarter 2018	Target 2017-18	Change in volume 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)	90%	93%	91%	90%	100%	-1%	
Semi-urgent, Category 2 (within 90 days)	70%	72%	64%	75%	78%	11%	
Non-urgent, Category 3 (within 365 days)	81%	80%	71%	77%	91%	6%	
Median wait times to surgery							
Urgent, Category 1 (within 30 days)	19	16	18	19	-	6%	
Semi-urgent, Category 2 (within 90 days)	69	62	70	62	-	-11%	
Non-urgent, Category 3 (within 365 days)	190	175	229	268	-	17%	

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.

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 2017	December quarter 2017	March quarter 2018	June Quarter 2018	2017-18 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	1.2%	1.4%	1.3%	1.4%	<2%	0.1%	
Calvary Hospital	0.5%	0.5%	0.4%	0.5%	<1%	0.1%	
Proportion of people who undergo a surgical procedure requiring an unplanned return to the operating theatre due to complications							
Canberra Hospital	0.4%	0.5%	0.5%	0.7%	<1%	0.2%	
Calvary Hospital	0.2%	0.6%	0.3%	0.2%	<0.5%	-0.1%	
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	2.0	0.5	0.4	0.9	<2	0.5	
Calvary Hospital	0.0	0.3	0.3	0.5	<2	0.2	
Estimated Hand Hygiene Rate							
Canberra Hospital	82%	83%	86%	81%	75%	-5%	
Calvary Hospital	79%	83%	77%	73%	75%	-4%	