

Quarterly Performance Report

January 2019 to March 2019



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
- **Hospital-based care**
 - Emergency Departments, elective surgery, admitted patients, Hospital in the Home

Improving 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 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.

Each quarterly report provides a snapshot of the latest available health activity information as at the date of reporting.

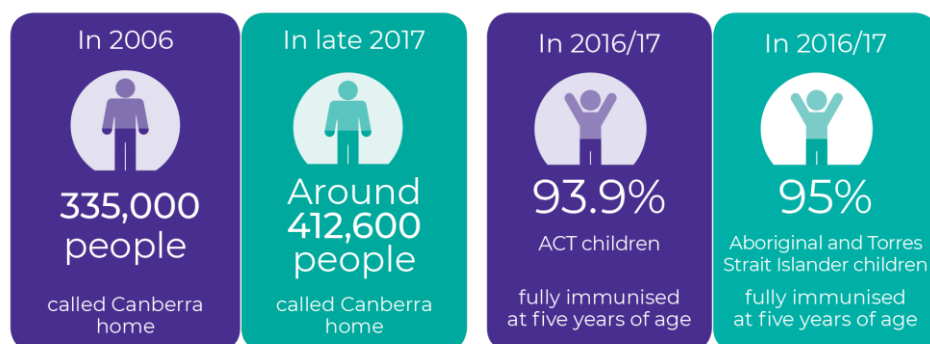
Due to the nature of health data, and the reliance on coding, validation and quality assurance of complex clinical information, there may be slight variations in the numbers presented for the same quarter in the previous or a subsequent quarterly report.

It is standard practice in the sector for data to reflect the most up to date information, and hence, for revised data to be submitted during reporting cycles; it is a practice that is acknowledged by the Australian Institute of Health and Welfare, the Independent Hospital Pricing Authority, and the National Health Funding Body.

The ACT Health Directorate is pleased to provide these revised and contemporary Quarterly Reports that give the community a snapshot of our health system regularly throughout each financial year. The ACT Health Directorate would like to thank the Health Care Consumers Association for their input to the design and format of the new quarterly report, making it more meaningful for consumers.

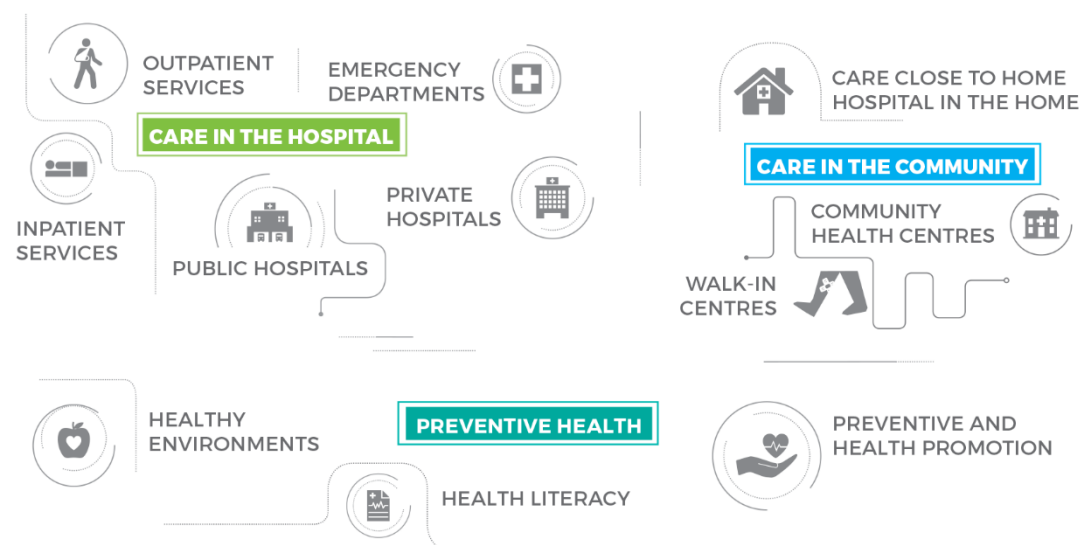
Canberra is Healthy

The ACT public health system is a well functioning system that responds in a balanced way to Canberrans' needs by improving the health status of individuals and families.



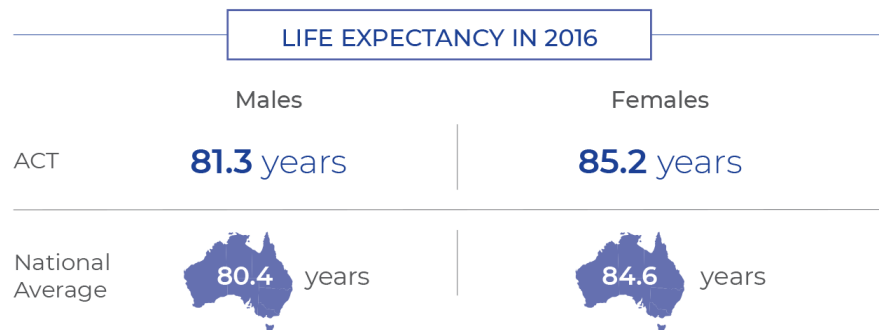
Health Care in Canberra

Our public health system works across primary, tertiary and community care.



Public Health Services

- Emergency services
- Admitted and non admitted
- Community health care
- Sub acute and non acute
- Breast screening
- Dental
- Mental health
- Nutrition
- Pathology
- Cancer counselling
- Children's health
- Rehabilitation and related services
- Pregnancy, newborn and early childhood
- Social work
- Walk-in Centres



Age standardised rate per 1,000 population



Download from the Apple and Google Play stores.



New ACT Health app

As part of the launch of the ACT Government's new [Digital Health Strategy](#) in May 2019, the new ACT Health mobile app was released through the Apple App Store and the Google Play Store.

The mobile app is designed to give people access to important and relevant information so they can make timely decisions for their health care needs, putting them at the centre of their health care. And since the app was released, it has proved popular amongst the community, with more than 3700 users downloading it as at 30 May 2019.

The app provides waiting times for Canberra's Walk in-Centres and Emergency Departments and links to Apple Maps/Google Maps to make it easier for people to get directions and estimated travel time to their closest health facility. It also provides patients and their families useful information on how to plan for a stay in hospital, what to do during a stay and how to prepare for leaving hospital.

The app will continue to evolve with new features to be added over time as part of the Government's commitment to providing the community with more information about the ACT's public health services in a timely and useful format.

ACT public health services receive very positive feedback on the care they provide.

A recent inpatient experience survey of patients at the Canberra Hospital found:



84.7%

of patients would recommend Canberra Hospital to family and friends.



84.2%

of patients rated their care as Good or Very Good.

A recent inpatient experience survey of patients at Calvary Public Hospital Bruce found:



92.5%

of patients reported a positive experience and were satisfied with the care provided.

These results demonstrate the quality of care in the ACT's public health system and are a testament to staff working to provide care 24 hours a day, 7 days a week. However, we can always find areas to improve and meaningful consumer data and feedback is key to this.

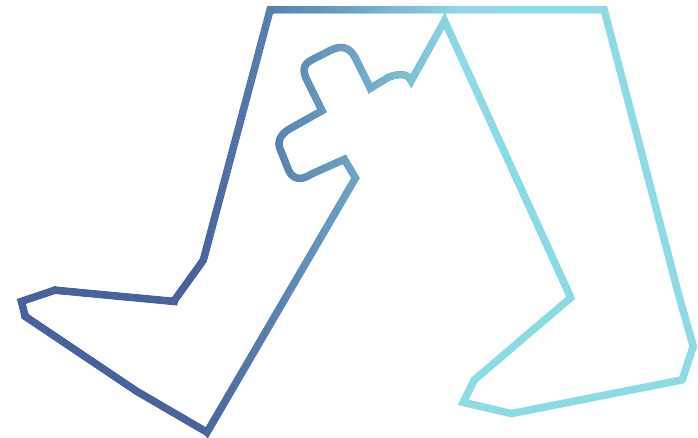
On 1 October 2018, ACT Health successfully transitioned to two distinct organisations, the ACT Health Directorate and Canberra Health Services.

- Canberra Health Services is focussed on clinical operations and operational delivery of quality health services for our growing community.
- the ACT Health Directorate is focussed on delivering the strategy and policy agenda across the health system as a whole: building the health system we need for our future - increasing community health services, embedding preventive health measures and supporting the delivery of enhanced hospital services.

The creation of these two organisations symbolises the beginning of a new era for public health care in our growing city and is supporting the transformation of our health system into one that is truly modern.

Walk-in Centres

Nurse Led 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

All Walk-in Centres are led by a team of highly skilled advanced practice nurses and nurse practitioners with extensive experience in treating people with minor injuries and illnesses. There are three Nurse Led Walk-in Centres across the ACT: Tuggeranong, Belconnen and Gungahlin.



15,679

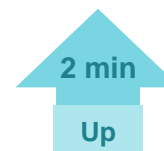
-1.7%



All presentations
(268 less than the previous
quarter)



18





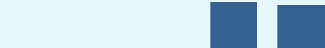









Median wait time to treatment
(minutes)

Did you know?

We are on track to open a new Walk-in Centre in Weston Creek later in 2019, as well as a new Walk-in Centre in the Inner North in 2020.

This will take our network of Walk-in Centres to 5.

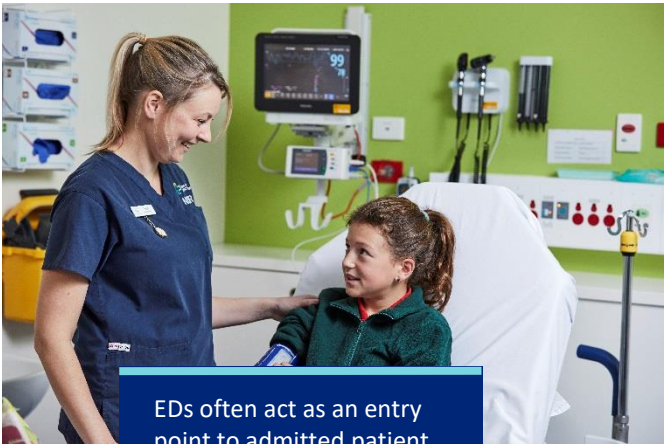
Walk-in Centres Activity and Performance

	December quarter 2018	March quarter 2019	Change from last quarter (%)	Last 5 quarters
Walk-in Centre Activity				
Presentations at Tuggeranong	5,680	5,522	-3%	
Presentations at Belconnen	5,594	5,716	2%	
Presentations at Gungahlin	4,673	4,441	-5%	
Note: Gungahlin opened in September 2018.				
Walk-in Centre Performance				
Median wait time to treatment (minutes)				
Tuggeranong	24	27	13%	
Belconnen	15	17	13%	
Gungahlin	11	11	0%	
Fully treated in the Walk-in Centre				
Tuggeranong	82%	82%	0%	
Belconnen	87%	89%	2%	
Gungahlin	83%	84%	1%	
Redirected to Emergency Department				
Tuggeranong	8%	7%	-1%	
Belconnen	5%	4%	-1%	
Gungahlin	6%	6%	0%	

Emergency Department

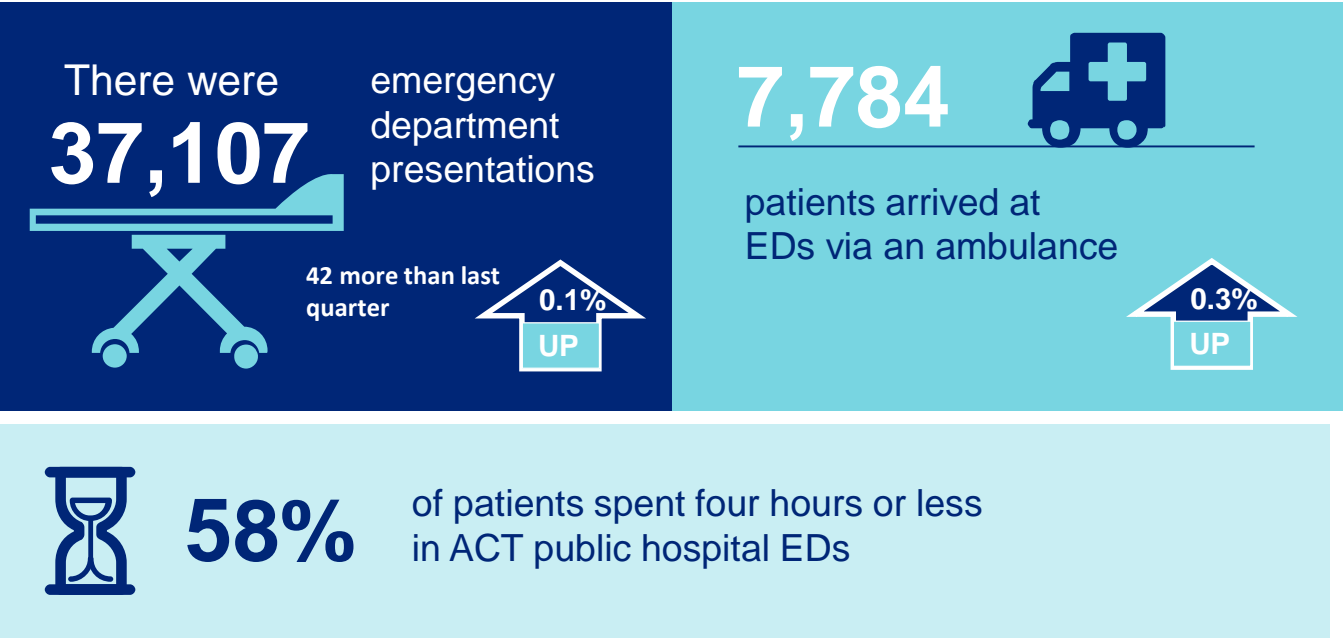
ACT public hospital Emergency Departments (EDs) are open to everyone, providing triage, assessment and treatment for patients suffering from a range of medical conditions as well as providing life-saving care for acutely unwell patients.





EDs often act as an entry point to admitted patient services. All results below are presented as ACT public hospital EDs and are a combination of activity from Canberra Hospital ED and Calvary Public Hospital Bruce ED.

Emergency Departments



Emergency Department Activity

	December quarter 2018		March quarter 2019		Change in volume from last quarter	Last 5 quarters				
Emergency department activity	Volume	Share of total (%)	Volume	Share of total (%)	%					
All ED presentations and by triage category	37,065		37,107		0%	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
Resuscitation	192	1%	207	1%	8%	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
Emergency	3,748	10%	4,267	11%	14%	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
Urgent	15,915	43%	16,013	43%	1%	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
Semi-urgent	14,358	39%	13,993	38%	-3%	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
Non-urgent	2,852	8%	2,627	7%	-8%	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
Admissions to hospitals from EDs	11,502	31%	11,690	32%	2%	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
Patients treated and discharged home	22,902	62%	22,469	61%	-2%	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
Arrivals at ED by ambulance	7,759	21%	7,784	21%	0%	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>

Emergency Department Performance

	December quarter 2018 (%)	March quarter 2019 (%)	2018-19 Target (%)	Change from last quarter (%)	Last 5 quarters
Emergency department performance					
Patients starting treatment on time					
Resuscitation	100%	100%	100%	0%	<div><div></div><div></div><div></div><div></div><div></div></div>
Emergency	76%	72%	80%	-4%	<div><div></div><div></div><div></div><div></div><div></div></div>
Urgent	36%	30%	75%	-6%	<div><div></div><div></div><div></div><div></div><div></div></div>
Semi-urgent	51%	46%	70%	-5%	<div><div></div><div></div><div></div><div></div><div></div></div>
Non-urgent	86%	82%	70%	-4%	<div><div></div><div></div><div></div><div></div><div></div></div>
Patients leaving the ED within 4 hours of presentation	62%	58%	90%	-4%	<div><div></div><div></div><div></div><div></div><div></div></div>
Percentage of patients that did not wait to be seen	5%	5%	-	0%	<div><div></div><div></div><div></div><div></div><div></div></div>
Median waiting time to treatment in ED by urgency category	(mins)	(mins)			
Resuscitation	0	0	-	0%	<div><div></div><div></div><div></div><div></div><div></div></div>
Emergency	6	7	-	17%	<div><div></div><div></div><div></div><div></div><div></div></div>
Urgent	49	61	-	24%	<div><div></div><div></div><div></div><div></div><div></div></div>
Semi-urgent	59	67	-	14%	<div><div></div><div></div><div></div><div></div><div></div></div>
Non-urgent	46	52	-	13%	<div><div></div><div></div><div></div><div></div><div></div></div>

Admitted Patients



The ACT has some of the nation's highest quality health care services and facilities, including three large public hospitals.

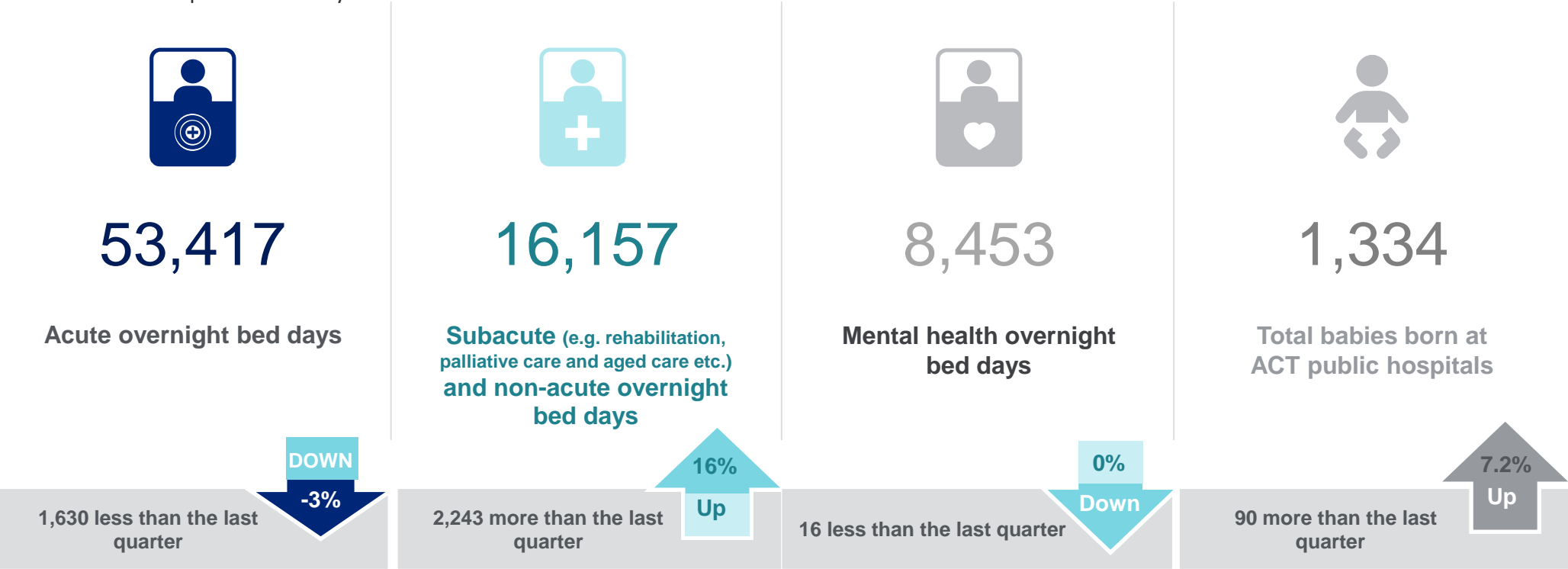
Admitted patients are patients who are admitted to a hospital for care and does not include emergency department patients, outpatients or other non-admitted patients treated on the hospital site.



Admitted Patients summary

The ACT has three public hospitals, each providing a different mix of admitted patient services. Canberra Hospital is a tertiary referral hospital, Calvary Public Hospital Bruce is a public acute care hospital and the University of Canberra Hospital is a public rehabilitation and subacute hospital.




The length of stay in hospitals is an important indicator of efficiency. By reducing the average length of stay (ALOS), hospitals are able to accept more new admissions and improve efficiency.



Admitted Patients Activity

	December quarter 2018		March quarter 2019		Change in volume from last quarter	Last 5 quarters				
Admitted Patients Activity	Volume	Share of total (%)	Volume	Share of total (%)	(%)					
Total admitted patient episodes of care at ACT public hospitals	28,545		28,437		-0%					
Same day episodes (including day surgeries)	14,579	51%	14,502	51%	-1%					
Overnight episodes	13,966	49%	13,935	49%	-0%					
Total bed days of care at ACT public hospitals	92,009		92,529		1%					
Total overnight bed days of care by care type stream	77,430		78,027		1%					
Acute overnight bed days of care	55,047	71%	53,417	68%	-3%					
Subacute and non-acute overnight bed days of care	13,914	18%	16,157	21%	16%					
Mental health overnight bed days of care	8,469	11%	8,453	11%	-0%					
Total babies born at ACT public hospitals	1,244		1,334		7%					
Number of babies born by caesarean section	380		395		4%					

Admitted Patients Performance

	December quarter 2018	March quarter 2019	Change from last quarter (%)	Last 5 quarters
Admitted Patients Performance				
Total Average Length of Stay (ALOS) for overnight patients at ACT public hospitals by care type stream (in days)	5.5	5.6	2%	
Acute ALOS	4.4	4.3	-2%	
Subacute and non-acute ALOS	14.8	15.7	6%	
Mental health ALOS	14.9	15.6	5%	

Elective Surgery

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

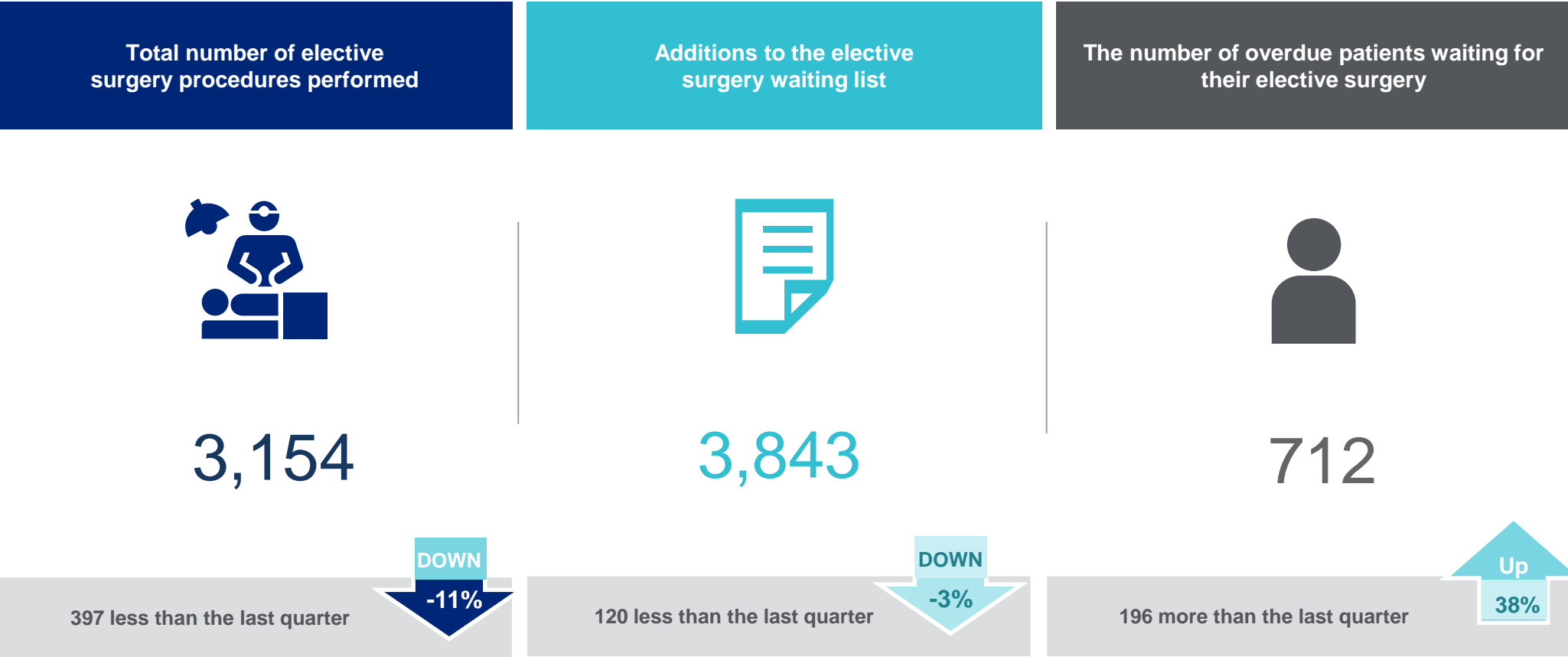












Elective Surgery

There are three main urgency categories for elective surgery: urgent, semi-urgent and non-urgent. The urgency category is determined by the surgeon and is based on clinical criteria. While the Canberra Hospital is the major tertiary referral centre for the region, both the Canberra Hospital and Calvary Public Hospital Bruce provide care to people from the surrounding NSW region as well as other patients from interstate. Elective surgery activity does fluctuate seasonally, with periods of lower activity earlier in the calendar year due to the holiday season.

The ACT provides complex elective surgery for a large number of patients across the ACT community and those that are from interstate. The results below provide information on all public elective surgery performed in the ACT.









Elective Surgery Activity

	December quarter 2018		March quarter 2019		Change in volume from last quarter	Last 5 quarters
Elective Surgery activity	Volume	Share of total (%)	Volume	Share of total (%)	%	
Total number of elective surgery procedures performed and by urgency category	3,551		3,154		-11%	
Urgent, Category 1 (within 30 days)	1,122	32%	945	30%	-16%	
Semi-urgent, Category 2 (within 90 days)	1,350	38%	1,212	38%	-10%	
Non-urgent, Category 3 (within 365 days)	1,079	30%	997	32%	-8%	
Number of patients removed from the elective surgery waiting list for reasons other than surgery	540		638		18%	
Additions to the elective surgery waiting list	3,963		3,843		-3%	
Patients waiting for their elective surgery	5,074		5,216		3%	
The number of overdue patients waiting for their elective surgery	516	10%	712	14%	38%	

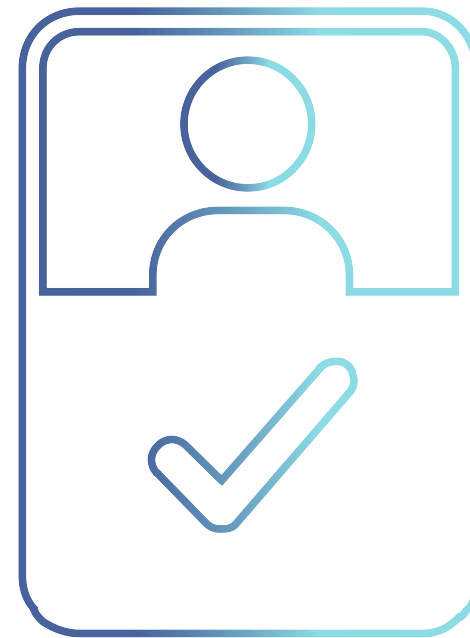
Note: Patients may be removed from the elective surgery waiting list for a range of reasons other than surgery including patient recovery without surgery or patient relocation.

Elective Surgery Performance






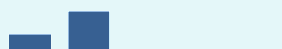


	December quarter 2018 (%)	March quarter 2019 (%)	2018-19 Target (%)	Change from last quarter (%)	Last 5 quarters
Elective Surgery Performance					
Percentage of elective surgery operations performed within clinically recommended timeframes:					
Urgent, Category 1 (within 30 days)	96%	97%	100%	1%	
Semi-urgent, Category 2 (within 90 days)	79%	71%	78%	-8%	
Non-urgent, Category 3 (within 365 days)	80%	79%	91%	-1%	
Median wait times to surgery	(days)	(days)			
Urgent, Category 1 (within 30 days)	18	18		0%	
Semi-urgent, Category 2 (within 90 days)	56	58		4%	
Non-urgent, Category 3 (within 365 days)	224	218		-3%	

Quality and Safety

The ACT Government continually strives to provide a safe and high quality health care system, and is continually implementing service improvement to increase safety for all patients.



Quality and Safety

	December quarter 2018 (%)	March quarter 2019 (%)	2018-19 Target (%)	Change from last quarter (%)	Last 5 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	1.6%	1.4%	<2%	-0.2%	
Calvary Hospital	0.6%	0.7%	<1%	0.1%	
Proportion of people who undergo a surgical procedure requiring an unplanned return to the operating theatre due to complications					
Canberra Hospital	0.9%	0.8%	<1%	-0.1%	
Calvary Hospital	0.4%	0.3%	<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)		
Canberra Hospital	1.5	1.1	<2	-0.4	
Calvary Hospital	0.0	0.0	<2	-	
Estimated Hand Hygiene Rate					
Canberra Hospital	84%	83%	75%	-1%	
Calvary Hospital	79%	81%	75%	2%	

Note: Hand Hygiene audits are undertaken three times a year in March, June and October.

Future Direction

To ensure we continue to improve the availability and usefulness of information about our health system, the ACT Health Directorate is now undertaking work to refresh the publication of data for patients, practitioners and the ACT community. The new quarterly reporting framework will provide key information about the delivery of ACT public health services. This will mean the local community can access important and relevant data about how timely, safe and sustainable care is being delivered.

Although this work is still in progress, it is vital to ensure Canberrans have timely access to information about our health services. This quarterly performance report presents up-to-date information about the activity and performance of our health services. As the ACT Health Directorate learns more about what information patients, consumers and the ACT community require, the quarterly reports will evolve to meet those expectations.

The ACT Health Directorate provides data for over 130 publicly reported performance indicators, which are published in a variety of different reports by multiple organisations. To ensure Canberrans always have access to information about our health services, a consolidated list of all publicly reported metrics can be found on the ACT Health Directorate website at <https://www.health.act.gov.au/about-our-health-system/data-and-publications/published-data>.

Further information about this report, including definitions, can be found on the ACT Health Directorate website at <https://www.health.act.gov.au/about-our-health-system/data-and-publications/reports/act-public-health-services-quarterly>