

## Quarterly Report Technical Supplementary Information and Definitions

### Data sources

This quarterly report draws data from these main sources:

- ACT Patient Administration System;
- Emergency Department Information System; and
- Clinical Portal.

Data on business activity is captured by clinical and administrative staff via the above sources. The ACT Health Directorate's Data Analytics Branch of the Policy, Partnerships and Programs Division extracts the data and calculates performance against the range of activity and performance measures. Measures are defined (definitions included below) in accordance with accepted standards. Quarterly results for each measure are compiled by analysts and peer-reviewed for quality assurance.

### Analysis

Activity is conducted at a whole-of-ACT level and at an individual hospital level.

**As ACT public hospitals vary in size and the type of services they provide, in most instances comparisons between them on activity or performance are not valid.**

This quarterly report compares the latest performance results with those from the previous quarter.

Stratification of results by priority, acuity or urgency is used to indicate performance against recommended standards. For example, triage categories 1 to 5 and the respective service time standards for each category are used to show emergency department performance. Similarly, hospital admissions are categorised as 'Acute', 'Subacute and Non-acute' and 'Mental health'. Elective surgeries and associated waiting times are categorised as 'Urgent', 'Semi-urgent' and 'Non-urgent'.

A set of indicators to reflect the clinical quality of hospital services have been included in the Quality and Safety section.

### Calculations and interpreting performance results

In most cases, the variance is a measure of the relative change between quarters (the current quarter divided by the previous quarter minus one).

When a metric is presented as a percentage, for example the share of patients fully treated in Walk-in Centres, the variance is the absolute difference (the current quarter minus the previous quarter).

## Terms and definitions

### Walk-in Centres (WiC)

WiC presentations	Number of attendances at all WiCs during the quarter.
Presentations at WiC location	Number of attendances at an individual WiC during the quarter.
ACT Government COVID-19 Testing Centre presentations	Number of attendances at all ACT Government COVID-19 testing centres for the quarter.
Presentations at COVID-19 testing centre location	Number of attendances at an individual COVID-19 testing centre for the quarter.
Median wait time to treatment	Median time that patients waited from arrival to treatment commencing, in minutes, at all WiCs during the quarter.
Median wait time at WiC location	Median time that patients waited from arrival to treatment commencing, in minutes, at an individual WiC during the quarter.
Treatment provided at the WiC	Percentage of all WiC attendances where the final disposition is not classified as a redirection or did not wait, during the quarter.
Treatment provided at WiC location	Percentage of attendances at a WiC location where the final disposition is not classified as a redirection or did not wait, during the quarter.
Redirected to Emergency Department	Percentage of all WiC attendances that were redirected to an Emergency Department during the quarter.
Redirected to Emergency Department from location	Percentage of attendances at a WiC location that were redirected to an Emergency Department during the quarter.

## Terms and definitions continued

### Emergency Departments (EDs)

ED presentations	Number of patient attendances at EDs that were completed during the quarter.
ED presentations by triage category	Number of patient attendances at EDs within each triage category (1 – Resuscitation; 2 – Emergency; 3 – Urgent; 4 – Semi-urgent; 5 – Non-urgent).
Admissions to hospitals from EDs	Number of patient attendances at EDs where the outcome was admission to hospital.
Patients treated and discharged home	Number of patient attendances at EDs where the outcome was treatment and discharge to home.
Arrivals at ED by ambulance	Number of attendances at EDs where the patient arrived by ambulance.
Patients starting ED treatment on time by triage category	Percentage of patients starting treatment within the recommended timeframe for their triage category (Category 1 – immediate/within 2 minutes; Category 2 – within 10 minutes; Category 3 – within 30 minutes; Category 4 – within 60 minutes; Category 5 – within 120 minutes).
Patients starting ED treatment on time for all triage categories combined	Percentage of ED patients starting treatment within the recommended timeframe for all triage categories combined.
Patients leaving ED within 4 hours of presentation	Percentage of attendances at EDs where the patient was either discharged (defined as when the patient was ready to depart) from the ED or subsequently admitted as an admitted patient, within 4 hours of arriving.
Patients who did not wait to be seen	Percentage of attendances at EDs where the patient did not wait to be seen by a health-care professional.
Median wait time to treatment in ED by triage category	Median time between arriving at the ED and commencing treatment, by triage category. Calculated for patients where their treatment was completed.

## Terms and definitions continued

### Admitted patients

Admitted patient episodes of care	Number of hospitalisations that ended during the quarter.
Same day episodes of care	Number of hospitalisations for patients admitted to and discharged from hospital on the same date.
Overnight episodes of care	Number of hospitalisations for patients admitted to and discharged from hospital on different dates.
Total bed days of care	Sum of days stayed by patients discharged from hospital in the quarter (same day episodes are counted as 1 bed day).
Total overnight bed days of care	Sum of days stayed by patients discharged from hospital in the quarter, where the patient stayed overnight.
Acute overnight bed days	Sum of overnight bed days where hospitalisations were categorised as acute care.
Subacute and non-acute overnight bed days	Sum of overnight bed days where hospitalisations were categorised as subacute or non-acute care.
Mental health accrued care days	Sum of mental health care days of patients/residents occurring within the quarter.
Babies born	The number of babies born in hospital during the quarter.
Babies born by caesarean section	The number of babies born in hospital during the quarter where the birth method was caesarean section.
Average Length of Stay (ALOS) for overnight patients	ALOS for overnight hospitalisations for patients discharged during the quarter.
ALOS for acute patients	ALOS for overnight hospitalisations that were categorised as acute care.
ALOS for subacute and non-acute patients	ALOS for overnight hospitalisations that were categorised as subacute or non-acute care.
ALOS for mental health patients	ALOS for overnight hospitalisations that were categorised as mental health care.

**Note:** For hospitalisations that involved newborn babies, only the qualified days, an equivalent of acute patient days, were counted towards the patient's hospital stay.

## Terms and definitions continued

### Elective surgery

Total elective surgeries	Number of elective surgeries performed during the quarter.
Category 1 urgent elective surgeries performed	Number of elective surgeries performed during the quarter that were categorised by the patient’s surgeon as Urgency Category 1 (required within 30 days).
Category 2 semi-urgent elective surgeries performed	Number of elective surgeries performed during the quarter that were categorised by the patient’s surgeon as Urgency Category 2 (required within 90 days).
Category 3 non-urgent elective surgeries performed	Number of elective surgeries performed during the quarter that were categorised by the patient’s surgeon as Urgency Category 3 (required within 365 days).
Patients removed from the elective surgery waiting list for reasons other than surgery	Number of patients removed from the ACT elective surgery waiting list for reasons other than surgery for the awaited procedure during the quarter.
Additions to the ACT elective surgery waiting list	Number of patients added to the ACT elective surgery waiting list during the quarter.
Patients waiting for elective surgery	Number of patients on the ACT elective surgery waiting list at the end of the quarter who were classed as waiting for surgery and ready for care.
Patients overdue for elective surgery	Number of patients on the ACT elective surgery waiting list at the end of the quarter who have waited longer than the recommended timeframes for their respective urgency category.
Urgent elective surgeries performed on time	Percentage of urgent elective surgeries performed during the quarter where patients waited 30 days or less.
Semi-urgent elective surgeries performed on time	Percentage of semi-urgent elective surgeries performed during the quarter where patients waited 90 days or less.
Non-urgent elective surgeries performed on time	Percentage of non-urgent elective surgeries performed during the quarter where patients waited 365 days or less.
Median waiting time to surgery	Median time spent waiting for surgery for patients who were removed from the elective surgery waiting list during the quarter. This excludes any days the patient was waiting with a less urgent clinical urgency category than their clinical urgency category at removal, and excludes any days where the patient was not ready for surgery.

## Terms and definitions continued

### Quality and Safety

<p>Number of avoidable readmissions for selected conditions per 10,000 hospital admissions</p>	<p>Number of people readmitted to hospital within a certain time interval with selected conditions that are thought to be avoidable through improved clinical management and/or discharge planning. A list of selected avoidable readmissions is at: <a href="#">ACSQHC Avoidable Hospital Readmissions Specifications</a>.</p>
<p>Number of unplanned returns to the operating theatre for selected surgical complications per 10,000 hospital admissions</p>	<p>Number of people who undergo surgery who require an unplanned return to the operating theatre within a single episode of care due to surgical complications. The surgical complication must be a diagnosis specified in the Australian Commission on Safety and Quality in Health Care <a href="#">Hospital-acquired complications list</a>.</p>
<p>Number of patients per 10,000 occupied bed days who acquire a <i>Staphylococcus aureus</i> bacteraemia infection (SAB infection)</p>	<p>Number of SAB infection cases per 10,000 occupied bed days.</p>
<p>Estimated hand hygiene rate</p>	<p>A measure of how often (as a percentage) hand hygiene is correctly performed.</p>