

ACT Public Health Services Quarterly Performance Report

October to December 2021



ACT
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ACT Health

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About the Quarterly Performance Report

This report provides information about how our local public health system is performing. The report includes information on the following services:

- Community-based care
 - Walk-in Centres
- Hospital-based care
 - Emergency departments, surgery, admitted patients

Comparisons between years for the Quarterly Performance Reports should be undertaken with caution due to unprecedented health events that have occurred since 2019.

Of most significance has been the impact of COVID-19, which the ACT health system moved swiftly to address. The outbreaks in March 2020 and August 2021 have had a significant impact on the way that our health system has had to operate and the demand for certain services. Walk-in Centre and Community Health Centre staff and sites have been redeployed to focus on COVID-19 testing. There was the suspension of all non essential surgeries throughout part of 2019-20 and the ACT Government has committed to delivering 60,000 elective surgeries over the next four years from 2021-22.

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, patient-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 and performance information as at the date of reporting.

The report covers activity at three public hospitals in the ACT: the Canberra Hospital, Calvary Public Hospital Bruce and the University of Canberra Hospital.

Due to the nature of health data and the reliance on coding, validation and quality assurance of 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 for revised data to be submitted in 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.

For these reasons, there may also be slight differences between data reported in the annual report and the numbers presented across quarterly reports, respectively, for the same year.

The ACT Health Directorate is pleased to provide this report that gives the community a snapshot of our health system each quarter.

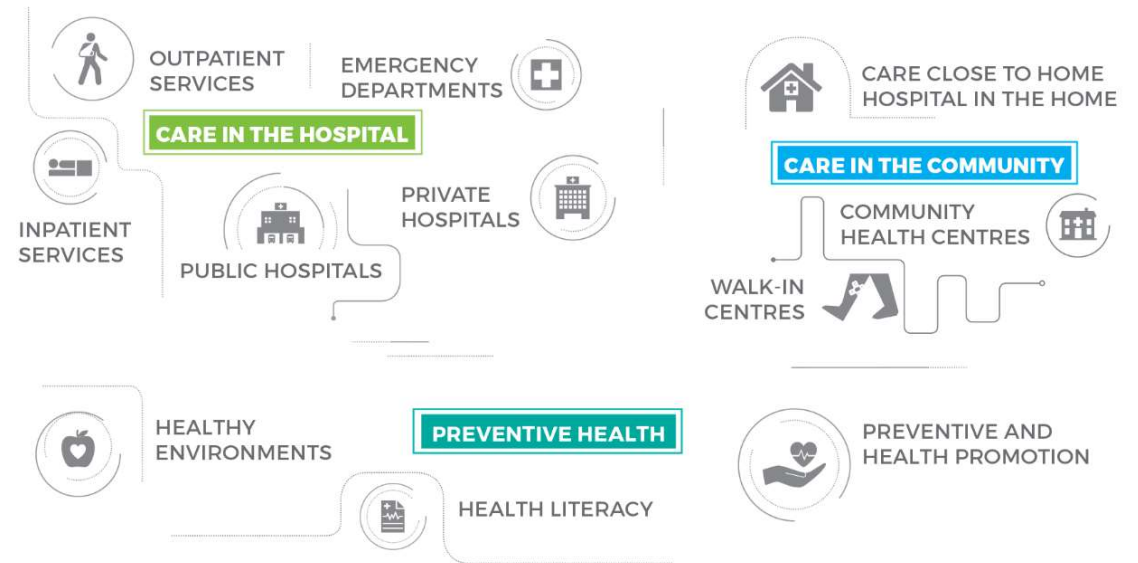
Due to difference in size, peer group and the nature of services provided at each hospital, direct comparison may not be valid.

Health care in Canberra

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

The ACT's public health system works across primary, tertiary and community care.

Clinical activities in the ACT are provided by ACT Government funded providers including Canberra Health Services, Calvary Public Hospital Bruce and non-government organisations.



Public Health Services

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

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

A recent inpatient experience survey of patients at Canberra Health Services found:



89.8%

of patients would recommend the Canberra Health Services to family and friends.



84.7%

of patients rated their care as good or very good.

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



94%

of patients who responded 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 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 are key to this.

New mental health tool to assist young people find support

MindMap – ACT Youth Portal is an online tool to help young Canberrans and their carers find timely and effective mental health support services and resources.

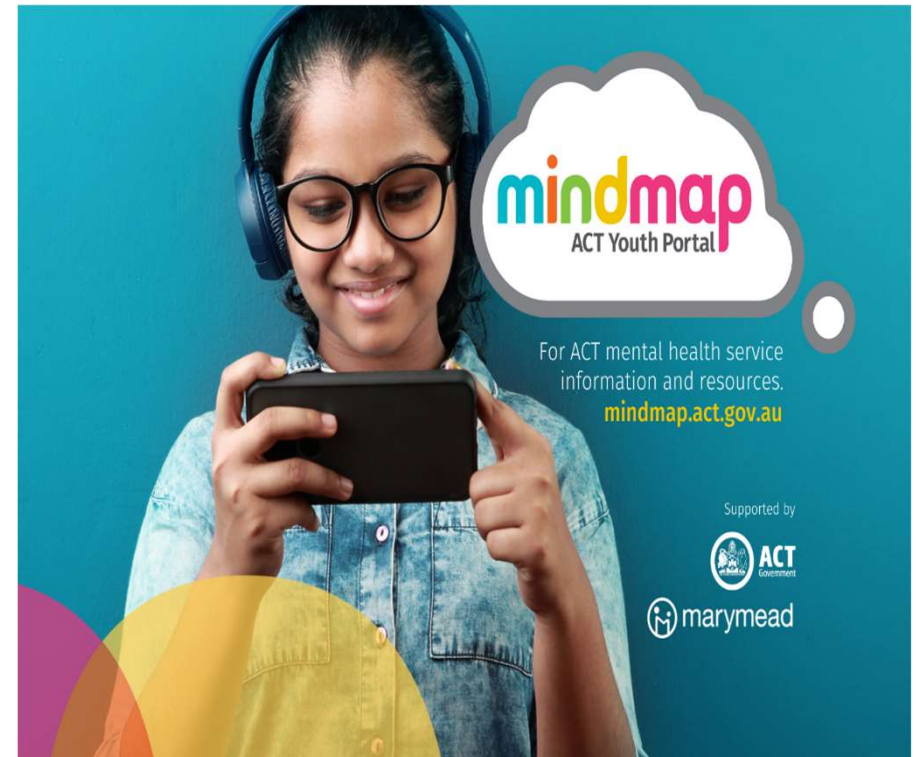
The online portal offers almost 400 online resources in relation to mental health and wellbeing, about understanding mental health challenges, strategies, and best practice resources available through multiple websites.

MindMap is available 24/7 to find service support and information. MindMap is also staffed with Youth Navigators by lead organisation Marymead between noon and 11pm, seven days a week. It helps navigate services in a practical way and provides information on expected wait times, how to access services, as well as advising if a referral is required.

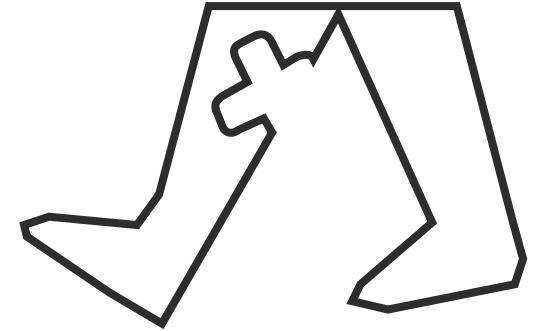
MindMap was co-designed by the ACT Government, Marymead, Australian National University, ACT Youth Coalition and the ACT Youth Advisory Committee. In addition, the design and development of MindMap has involved young people, parents and carers and service providers to align with the needs of the community.

The ACT Government's Office for Mental Health and Wellbeing has led this project, including securing funding from the Commonwealth, and engaged Marymead to lead the day-to-day management of the portal.

The new tool was launched in October 2021 and is available at mindmap.act.gov.au website.



Walk-in Centres and COVID-19 Testing Centres



Nurse-led Walk-in Centres provide free efficient access to treatment and health advice for one-off, non-urgent injuries and illness. Patients requiring urgent attention for serious injury or illness are directed to emergency departments.

- ✦ Walk-in Centre presentations increased by 18.7% in Quarter 2, 2021-22 compared to Quarter 1, 2021-22.
- ✦ Presentations at COVID-19 Testing Centres increased by 14.4% from Quarter 1, 2021-22 to 158,594 in Quarter 2, 2021-22.
- ✦ 83.1% of presentations received treatment at the Walk-in Centres, while 7.9% of presentations were redirected to the Emergency department.^(a)

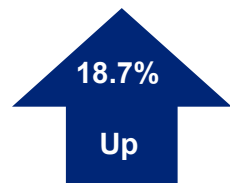
(a) The remaining presentations were redirected to a General Practitioner, redirected to other services, or did not wait for treatment.

Walk-in Centres

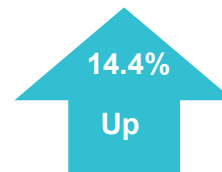


All Walk-in Centres (WiC) are led by a team of highly skilled advanced practice nurses and nurse practitioners with extensive experience in treating people with minor injuries and illnesses. There were five nurse-led Walk-in Centres across the ACT in Quarter 2, 2021-22: Belconnen, Gungahlin, Tuggeranong, Weston Creek and the Inner North.

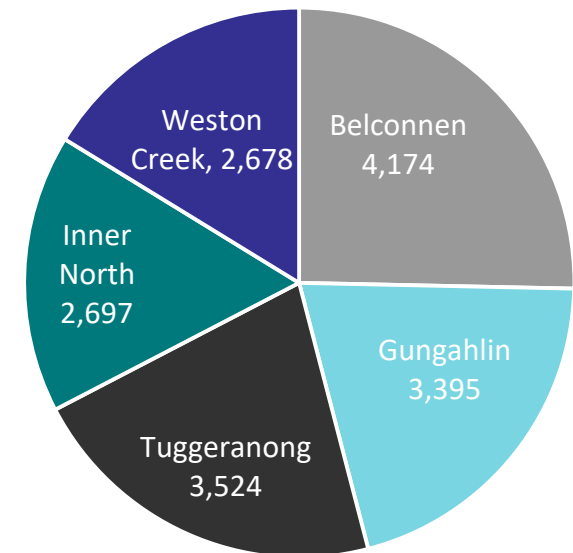
During Quarter 2 2021-22, demand for COVID-19 testing increased significantly due to the outbreak. During this time the Exhibition Park COVID testing site closed and a site in Mitchell was opened.



Walk-in-Centre presentations
(2,591 more than Quarter 1, 2021-22)



COVID-19 Testing Centre
presentations



Walk-in Centre presentations by
location

Walk-in Centre and COVID-19 Testing Centres

	Quarter 2, 2021-22	Quarter 1, 2021-22	Change from Quarter 1, 2021-22	Last 5 quarters
Walk-in Centre				
Presentations				
Belconnen	4,174	3,856	8.2%	
Gungahlin	3,395	3,370	0.7%	
Tuggeranong	3,524	3,571	-1.3%	
Weston Creek	2,678	381	602.9%	
Inner North	2,697	2,699	-0.1%	
ACT Total	16,468	13,877	18.7%	
COVID-19 Testing Centres				
Presentations				
Weston Creek	-	30,819	-	
EPIC Respiratory Centre	72,302	83,750	-13.7%	
Surge Centre – Garran	68,607	12,842	434.2%	
West Belconnen Centre	-	-	-	
Kambah Drive through Clinic	-	-	-	
Roaming COVID-19 Clinics	-	2	-	
Mitchell Testing Centre	17,684	-	-	
Airport	1	11,185	-99.9%	
ACT Total	158,594	138,598	14.4%	

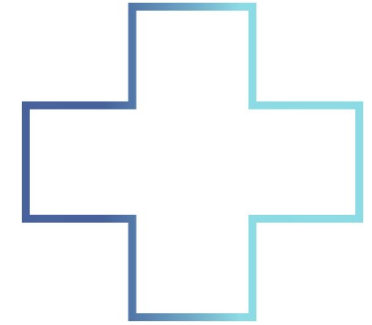
Note: Seven dedicated COVID-19 Testing Centres have been established since March 2020 in response to the COVID-19 pandemic. Centres have been closed as testing demand changes in the ACT and a Roaming Clinic has been established to support testing demand. The EPIC Respiratory Centre data includes the Exhibition Park's COVID-19 Testing data. Exhibition Park COVID testing site was established to support the testing demand from the outbreak in August 2021 and closed on 17 December 2021. A new testing site opened in Mitchell on 18 December 2021 to allow EPIC to resume normal operations.

Walk-in Centre Performance

	Quarter 2, 2021-22	Quarter 1, 2021-22	Change from Quarter 1, 2021-22	Last 5 quarters
Walk-in Centre Performance				
Median wait time to treatment (minutes)				
Belconnen	7	7	0.0%	
Gungahlin	12	8	50.0%	
Tuggeranong	14	23	-39.1%	
Inner North	7	10	-30.0%	
Weston Creek	4	3	33.3%	
ACT Total	8	10	-20.0%	
Treatment provided at the Walk-in Centre				
Belconnen	85.0%	83.4%	1.6	
Gungahlin	83.3%	71.7%	11.6	
Tuggeranong	79.5%	78.6%	0.9	
Inner North	83.1%	82.6%	0.5	
Weston Creek	84.6%	82.7%	1.9	
ACT Total	83.1%	79.1%	4.0	
Redirected to Emergency Department				
Belconnen	5.8%	6.4%	-0.6	
Gungahlin	7.1%	5.0%	2.1	
Tuggeranong	11.3%	9.5%	1.8	
Inner North	6.8%	6.3%	0.5	
Weston Creek	8.7%	10.2%	-1.5	
ACT Total	7.9%	7.0%	0.9	

Note: Weston Creek Walk-in Centre has been operating as both a standard WiC and COVID-19 Testing Centre since the beginning of 2021. All the dedicated COVID-19 Testing Centres have been excluded from the Performance metrics.

Emergency Department



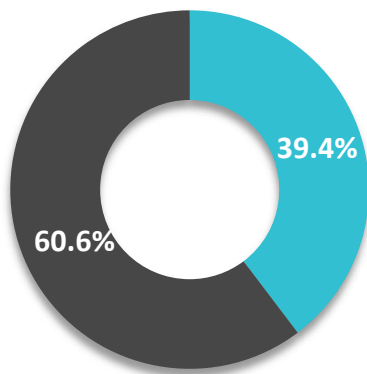
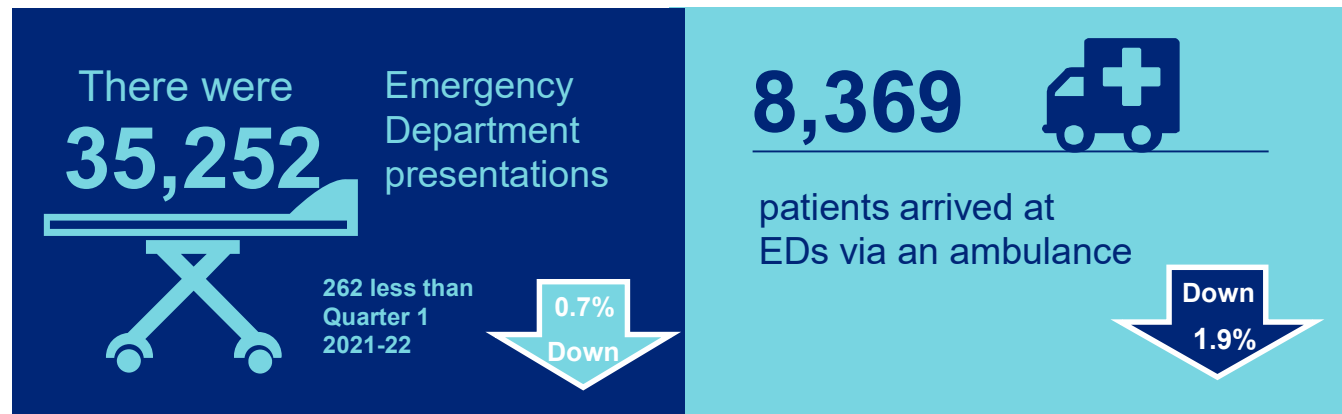
ACT public hospital emergency departments (EDs) are open to everyone, providing triage, assessment and treatment for patients suffering from a range of medical conditions as well as providing life-saving care for acutely unwell patients.

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- ✚ There were 35,252 presentations to EDs in Quarter 2, 2021-22.
 - ✚ 52.9% of patients received treatment within the clinically recommended time for their urgency (triage) category, up from 49.0% in Quarter 1, 2021-22.
 - ✚ 56.8% of patients spent four hours or less in EDs, up from 54.4% in the previous quarter.
-



Emergency Departments (EDs)

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












■ Calvary Public Hospital Bruce ■ Canberra Hospital












Emergency Department presentations by public hospitals	
Canberra Hospital:	21,255
Calvary Public Hospital Bruce:	13,997










Emergency Department Activity – ACT Total

	Quarter 2, 2021-22	Quarter 1, 2021-22	Change from Quarter 1, 2021-22	Last 5 quarters
Total ED presentations	35,252	35,513	-0.7%	
Resuscitation, Triage Category 1	197	200	-1.5%	
Emergency, Triage Category 2	4,260	4,158	2.5%	
Urgent, Triage Category 3	13,736	13,285	3.4%	
Semi-urgent, Triage Category 4	13,447	14,104	-4.7%	
Non-urgent, Triage Category 5	3,611	3,766	-4.1%	
Admissions to hospitals from EDs	11,534	11,366	1.5%	
Patients treated and discharged home	21,062	21,281	-1.0%	
Arrivals at ED by ambulance	8,369	8,534	-1.9%	

Emergency Department Activity – Canberra Hospital

	Quarter 2, 2021-22	Quarter 1, 2021-22	Change from Quarter 1, 2021-22	Last 5 quarters
Total ED presentations	21,255	21,448	-0.9%	
Resuscitation, Triage Category 1	138	140	-1.4%	
Emergency, Triage Category 2	2,661	2,570	3.5%	
Urgent, Triage Category 3	6,688	6,484	3.1%	
Semi-urgent, Triage Category 4	8,803	9,101	-3.3%	
Non-urgent, Triage Category 5	2,965	3,153	-6.0%	
Admissions to hospitals from EDs	8,361	8,161	2.5%	
Patients treated and discharged home	11,921	11,957	-0.3%	
Arrivals at ED by ambulance	5,562	5,658	-1.7%	

Emergency Department Activity – Calvary Public Hospital Bruce

	Quarter 2, 2021-22	Quarter 1, 2021-22	Change from Quarter 1, 2021-22	Last 5 quarters
Total ED presentations	13,997	14,065	-0.5%	
Resuscitation, Triage Category 1	59	60	-1.7%	
Emergency, Triage Category 2	1,599	1,588	0.7%	
Urgent, Triage Category 3	7,048	6,801	3.6%	
Semi-urgent, Triage Category 4	4,644	5,003	-7.2%	
Non-urgent, Triage Category 5	646	613	5.4%	
Admissions to hospitals from EDs	3,173	3,205	-1.0%	
Patients treated and discharged home	9,141	9,324	-2.0%	
Arrivals at ED by ambulance	2,807	2,876	-2.4%	

Emergency Department Performance – ACT Total

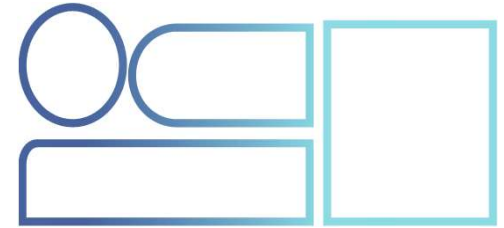
	Quarter 2, 2021-22	Quarter 1, 2021-22	Change from Quarter 1, 2021-22	Last 5 quarters
Patients starting treatment on time by triage category				
All Categories	52.9%	49.0%	3.9	
Resuscitation, Triage Category 1	100.0%	100.0%	0.0	
Emergency, Triage Category 2	73.1%	74.8%	-1.7	
Urgent, Triage Category 3	39.9%	34.5%	5.4	
Semi-urgent, Triage Category 4	51.4%	47.1%	4.3	
Non-urgent, Triage Category 5	81.0%	75.8%	5.2	
Patients leaving the ED within four hours of presentation	56.8%	54.4%	2.4	
Patients who did not wait to be seen	4.3%	5.0%	-0.7	
Median waiting time to treatment (minutes) in ED by triage category				
Resuscitation, Triage Category 1	0	0	-	
Emergency, Triage Category 2	7	7	0.0%	
Urgent, Triage Category 3	45	54	-16.7%	
Semi-urgent, Triage Category 4	58	67	-13.4%	
Non-urgent, Triage Category 5	51	57	-10.5%	

Emergency Department Performance – Canberra Hospital

	Quarter 2, 2021-22	Quarter 1, 2021-22	Change from Quarter 1, 2021-22	Last 5 quarters
Patients starting treatment on time by triage category				
All Categories	53.5%	48.4%	5.1	
Resuscitation, Triage Category 1	100.0%	100.0%	0.0	
Emergency, Triage Category 2	76.5%	76.8%	-0.3	
Urgent, Triage Category 3	36.8%	28.4%	8.4	
Semi-urgent, Triage Category 4	49.4%	44.5%	4.9	
Non-urgent, Triage Category 5	80.4%	74.4%	6.0	
Patients leaving the ED within four hours of presentation	58.7%	52.5%	6.2	
Patients who did not wait to be seen	3.7%	5.3%	-1.6	
Median waiting time to treatment (minutes) in ED by triage category				
Resuscitation, Triage Category 1	0	0	-	
Emergency, Triage Category 2	7	6	16.7%	
Urgent, Triage Category 3	49	68	-27.9%	
Semi-urgent, Triage Category 4	62	72	-13.9%	
Non-urgent, Triage Category 5	54	60	-10.0%	

Emergency Department Performance – Calvary Public Hospital Bruce

	Quarter 2, 2021-22	Quarter 1, 2021-22	Change from Quarter 1, 2021-22	Last 5 quarters
Patients starting treatment on time by triage category				
All Categories	51.9%	50.1%	1.8	
Resuscitation, Triage Category 1	100.0%	100.0%	0.0	
Emergency, Triage Category 2	67.4%	71.4%	-4.0	
Urgent, Triage Category 3	42.9%	40.4%	2.5	
Semi-urgent, Triage Category 4	55.4%	51.8%	3.6	
Non-urgent, Triage Category 5	84.1%	82.7%	1.4	
Patients leaving the ED within four hours of presentation	54.0%	57.5%	-3.5	
Patients who did not wait to be seen	5.1%	4.6%	0.5	
Median waiting time to treatment (minutes) in ED by triage category				
Resuscitation, Triage Category 1	0	0	-	
Emergency, Triage Category 2	7	7	0.0%	
Urgent, Triage Category 3	42	44	-4.5%	
Semi-urgent, Triage Category 4	52	57	-8.8%	
Non-urgent, Triage Category 5	37	35	5.7%	



Admitted Patient Care

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

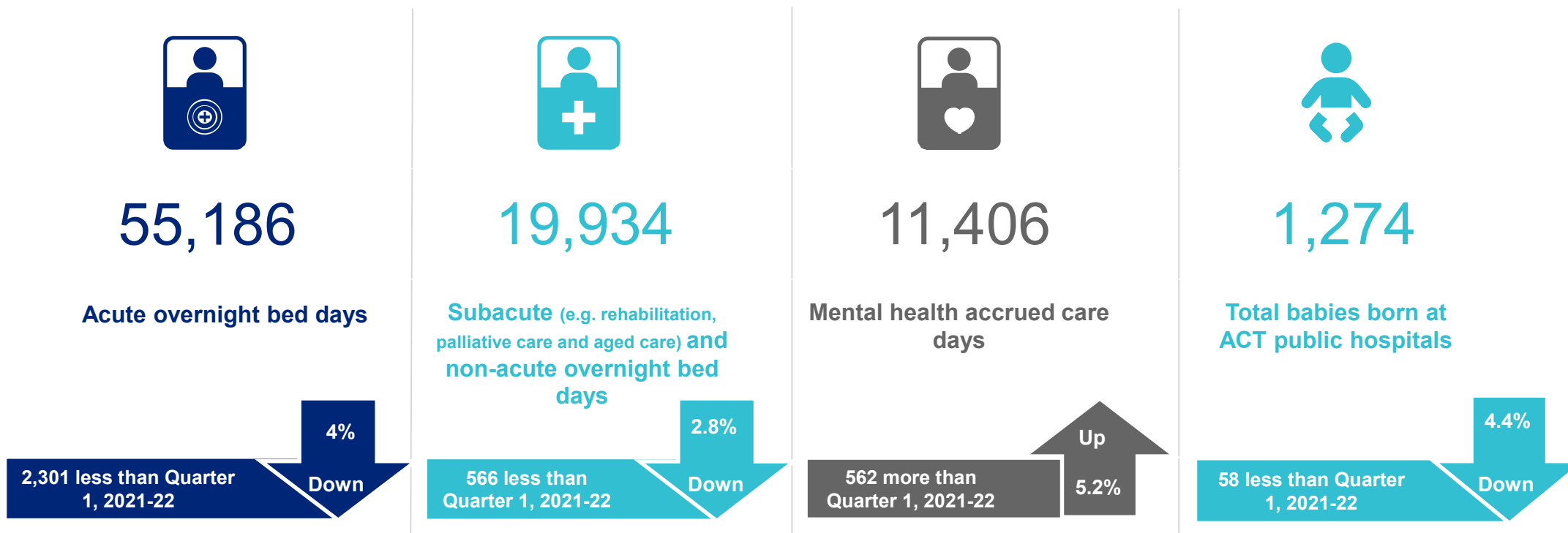
Admitted patients are patients who are admitted to a hospital for care. This does not include emergency department patients, outpatients or other non-admitted patients treated on the hospital site.

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- ✦ Hospitalisations have increased by 0.5% in Quarter 2, 2021-22 compared to Quarter 1, 2021-22.
 - ✦ 102,866 bed days of patient care were provided.
 - ✦ Overnight patients stayed in hospital for an average of 6.3 days.
-

Admitted Patient Care 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.













Note: Mental health accrued care days methodology has been introduced for Q2 2021-22. Previously this measure was recorded as the total overnight bed days. Refer to the Technical supplementary information for further details.

Admitted Patient Care Activity – ACT Total

	Quarter 2, 2021-22	Quarter 1, 2021-22	Change from Quarter 1, 2021-22	Last 5 quarters
Total admitted patient episodes of care at ACT public hospitals	30,099	29,947	0.5%	
Same-day episodes (including day surgeries)	16,259	16,006	1.6%	
Overnight episodes	13,840	13,941	-0.7%	
Total bed days of care at ACT public hospitals	102,866	104,475	-1.5%	
Total overnight bed days of care	86,607	88,469	-2.1%	
Acute overnight bed days of care	55,186	57,487	-4.0%	
Subacute and non-acute overnight bed days of care	19,934	20,500	-2.8%	
Mental health accrued care days	11,406	10,844	5.2%	
Total babies born at ACT public hospitals	1,274	1,332	-4.4%	
Number of caesarean section procedures	476	494	-3.6%	

Note: Mental health accrued care days methodology has been introduced for Q2 2021-22. Previously this measure was recorded as the total mental health overnight bed days of care. Due to this change in reporting, the Total of overnight bed days does not equal the sum of its subcategories. Refer to the Technical supplementary information for further details.

Admitted Patient Care Activity – Canberra Hospital

	Quarter 2, 2021-22	Quarter 1, 2021-22	Change from Quarter 1, 2021-22	Last 5 quarters
Total admitted patient episodes of care	22,735	22,424	1.4%	
Same-day episodes (including day surgeries)	12,872	12,478	3.2%	
Overnight episodes	9,863	9,946	-0.8%	
Total bed days of care	70,235	69,257	1.4%	
Total overnight bed days of care	57,363	56,779	1.0%	
Acute overnight bed days of care	41,390	43,434	-4.7%	
Subacute and non-acute overnight bed days of care	7,920	7,590	4.3%	
Mental health accrued care days	7,030	6,434	9.3%	
Total babies born	877	894	-1.9%	
Number of caesarean section procedures	334	319	4.7%	









Note: Mental health accrued care days methodology has been introduced for Q2 2021-22. Previously this measure was recorded as the total mental health overnight bed days of care. Due to this change in reporting, the Total of overnight bed days does not equal the sum of its subcategories. Refer to the Technical supplementary information for further details.

Admitted Patient Care Activity – Calvary Public Hospital Bruce

	Quarter 2, 2021-22	Quarter 1, 2021-22	Change from Quarter 1, 2021-22	Last 5 quarters
Total admitted patient episodes of care	6,964	7,110	-2.1%	
Same-day episodes (including day surgeries)	3,308	3,416	-3.2%	
Overnight episodes	3,656	3,694	-1.0%	
Total bed days of care	22,212	24,165	-8.1%	
Total overnight bed days of care	18,904	20,749	-8.9%	
Acute overnight bed days of care	13,712	13,982	-1.9%	
Subacute and non-acute overnight bed days of care	2,784	3,625	-23.2%	
Mental health accrued care days	2,691	2,904	-7.3%	
Total babies born	397	438	-9.4%	
Number of caesarean section procedures	142	175	-18.9%	





Note: Mental health accrued care days methodology has been introduced for Q2 2021-22. Previously this measure was recorded as the total mental health overnight bed days of care. Due to this change in reporting, the Total of overnight bed days does not equal the sum of its subcategories. Refer to the Technical supplementary information for further details.

Admitted Patient Care Activity – University of Canberra Hospital





	Quarter 2, 2021-22	Quarter 1, 2021-22	Change from Quarter 1, 2021-22	Last 5 quarters
Total admitted patient episodes of care	400	413	-3.1%	
Same-day episodes (including day surgeries)	79	112	-29.5%	
Overnight episodes	321	301	6.6%	
Total bed days of care	10,419	11,053	-5.7%	
Total overnight bed days of care	10,340	10,941	-5.5%	
Acute overnight bed days of care	84	71	18.3%	
Subacute and non-acute overnight bed days of care	9,230	9,285	-0.6%	
Mental health accrued care days	1,685	1,506	11.9%	

Note: Mental health accrued care days methodology has been introduced for Q2 2021-22. Previously this measure was recorded as the total mental health overnight bed days of care. Due to this change in reporting, the Total of overnight bed days does not equal the sum of its subcategories. Refer to the Technical supplementary information for further details.





Admitted Patient Care Performance – ACT Total

	Quarter 2, 2021-22	Quarter 1, 2021-22	Change from Quarter 1, 2021-22	Last 5 quarters
Total average length of stay (ALOS) for overnight patients at ACT public hospitals by care type (in days)	6.3	6.3	0.0%	
Acute ALOS	4.6	4.7	-2.1%	
Subacute and non-acute ALOS	17.3	18.7	-7.5%	
Mental health ALOS	19.1	17.7	7.9%	





Admitted Patient Care Performance – Canberra Hospital

	Quarter 2, 2021-22	Quarter 1, 2021-22	Change from Quarter 1, 2021-22	Last 5 quarters
Total average length of stay (ALOS) for overnight patients by care type (in days)	5.8	5.7	1.8%	
Acute ALOS	4.7	4.9	-4.1%	
Subacute and non-acute ALOS	12.7	12	5.8%	
Mental health ALOS	17.6	14.2	23.9%	

Admitted Patient Care Performance – Calvary Public Hospital Bruce

	Quarter 2, 2021-22	Quarter 1, 2021-22	Change from Quarter 1, 2021-22	last 5 quarters
Total average length of stay (ALOS) for overnight patients by care type (in days)	5.2	5.6	-7.1%	
Acute ALOS	4.2	4.2	0.0%	
Subacute and non-acute ALOS	11.8	18.4	-35.9%	
Mental health ALOS	19.3	20	-3.5%	

Admitted Patient Care Performance – University of Canberra Hospital

	Quarter 2, 2021-22	Quarter 1, 2021-22	Change from Quarter 1, 2021-22	Last 5 quarters
Total average length of stay (ALOS) for overnight patients by care type (in days)	32.2	36.3	-11.3%	
Acute ALOS	7	10.1	-30.7%	
Subacute and non-acute ALOS	31.6	35	-9.7%	
Mental health ALOS	60.4	54.7	10.4%	



Elective Surgery

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

- ✦ During Quarter 2, 2021-22, there were 3,556 surgeries performed, which is a decrease of 2.6% from Quarter 1, 2021-22.
- ✦ The ACT Government has committed to delivering 60,000 elective surgeries over the next four years from 2021-22. The ACT's health system will continue to ensure any patient in need of urgent attention will receive treatment.

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 ACT, the surrounding NSW region as well as other patients from interstate. The results below provide information on all public elective surgery performed in the ACT.



Total number of elective surgery procedures performed

3,556

Down

94 less than
Quarter 1, 2021-22

2.6%



Additions to the elective surgery waiting list

4,203

Down

159 less than
Quarter 1, 2021-22

3.6%



The number of overdue patients waiting for their elective surgery






1,110

Up

79 more than
Quarter 1, 2021-22

7.7%

Elective Surgery Activity – ACT Total

	Quarter 2, 2021-22	Quarter 1, 2021-22	Change from Quarter 1, 2021-22	Last 5 quarters
Total number of elective surgery procedures	3,556	3,650	-2.6%	
Urgent, Category 1 (within 30 days)	1,214	1,356	-10.5%	
Semi-urgent, Category 2 (within 90 days)	1,335	1,348	-1.0%	
Non-urgent, Category 3 (within 365 days)	1,007	946	6.4%	
Number of patients removed from the elective surgery waiting list for reasons other than surgery ^(a)	645	590	9.3%	

(a) 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 Activity – Canberra Hospital

	Quarter 2, 2021-22	Quarter 1, 2021-22	Change from Quarter 1, 2021-22	Last 5 quarters
Total number of elective surgery procedures ^(a)	1,995	2,057	-5.0%	
Urgent, Category 1 (within 30 days)	858	911	-5.8%	
Semi-urgent, Category 2 (within 90 days)	704	781	-9.9%	
Non-urgent, Category 3 (within 365 days)	393	365	7.7%	
Number of patients removed from the elective surgery waiting list for reasons other than surgery ^(b)	301	325	-7.4%	

(a) The number of elective surgeries reported against Canberra Hospital include public elective surgeries contracted to private hospitals.










(b) 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 Activity – Calvary Public Hospital Bruce

	Quarter 2, 2021-22	Quarter 1, 2021-22	Change from Quarter 1, 2021-22	Last 5 quarters
Total number of elective surgery procedures	1,601	1,593	0.5%	
Urgent, Category 1 (within 30 days)	356	445	-20.0%	
Semi-urgent, Category 2 (within 90 days)	631	567	11.3%	
Non-urgent, Category 3 (within 365 days)	614	581	5.7%	
Number of patients removed from the elective surgery waiting list for reasons other than surgery ^(a)	344	265	29.8%	

(a) 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 – ACT Total

	Quarter 2, 2021-22	Quarter 1, 2021-22	Change from Quarter 1, 2021-22	Last 5 quarters
Additions to the elective surgery waiting list	4,203	4,362	-3.6%	
Patients waiting for their elective surgery	5,461	5,298	3.1%	
The number of overdue patients waiting for their elective surgery	1,110	1,031	7.7%	
Percentage of elective surgery procedures performed within clinically recommended timeframes				
Urgent, Category 1	99.1%	97.5%	1.6%	
Semi-urgent, Category 2	56.3%	61.3%	-5.0%	
Non-urgent, Category 3	79.0%	76.6%	2.4%	
Median wait times to surgery (days)				
Urgent, Category 1	14	16	-12.5%	
Semi-urgent, Category 2	80	70	14.3%	
Non-urgent, Category 3	170	161.5	5.3%	



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.

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- ✦ Exceeded our targets for hand hygiene rates at both Canberra Hospital and Calvary Public Hospital Bruce.
 - ✦ Both public hospitals undertake hand hygiene audits three times per year.
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Quality and Safety

	2021-22 Target *	Quarter 2, 2021-22	Quarter 1, 2021-22	Change from Quarter 1, 2021-22
Number of avoidable readmissions for selected condition per 10,000 hospital admissions				
ACT	≤50	119.3	97.5	22.4%
Number of unplanned return to theatre for selected surgical complications per 10,000 hospital admissions				
ACT	≤20	8.4	10.4	-19.5%
Number of patients per 10,000 occupied bed days who acquired a <i>Staphylococcus aureus</i> bacteraemia infection (SAB infection)				
	(per 10,000 occupied bed days)	(per 10,000 occupied bed days)		
Canberra Health Services	<2	N/A	-	-
Calvary Public Hospital Bruce	<2	1.7	0.0	-
	2021-22 Target *	Oct 2021 audit	June-July 2021 audit	Mar 2021 audit
Estimated Hand Hygiene Rate				
Canberra Health Services ^(a)	80%	84.0%	82.0%	82.0%
Calvary Public Hospital Bruce ^(b)	>80%	78%	N/A	84.6%

N/A: Not available.

(a) Hand hygiene audits at Canberra Health Services are undertaken three times per year in October, March and June.

(b) Hand hygiene audits at Calvary Public Hospital Bruce are undertaken three times per year in July, October and March. Double auditing will occur in October to account for missed audit in July 2021.

* 2021-22 targets reflect the ACT Budget 2021-22 for Canberra Health Service and the Calvary Public Hospital Bruce *Performance Agreement between ACT Health Directorate and Calvary Public Hospital Bruce for the period 1 July 2019-30 June 2022*.

Future Direction

The ACT Health Directorate is undertaking work to refresh the publication of data for patients, practitioners and the ACT community to ensure we continue to improve the availability and usefulness of information about our health system. 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/act-health-system-wide-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>.