

ACT Public Health Services Quarterly Performance Report

July to September 2019



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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

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 and performance information as at the date of reporting.

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 for the same year.

The ACT Health Directorate is pleased to provide this report that gives 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 its input to the design and format of the quarterly report, making it more meaningful for consumers.

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

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

On 1 October 2018, ACT Health transitioned to two distinct organisations – Canberra Health Services (CHS) and the ACT Health Directorate.

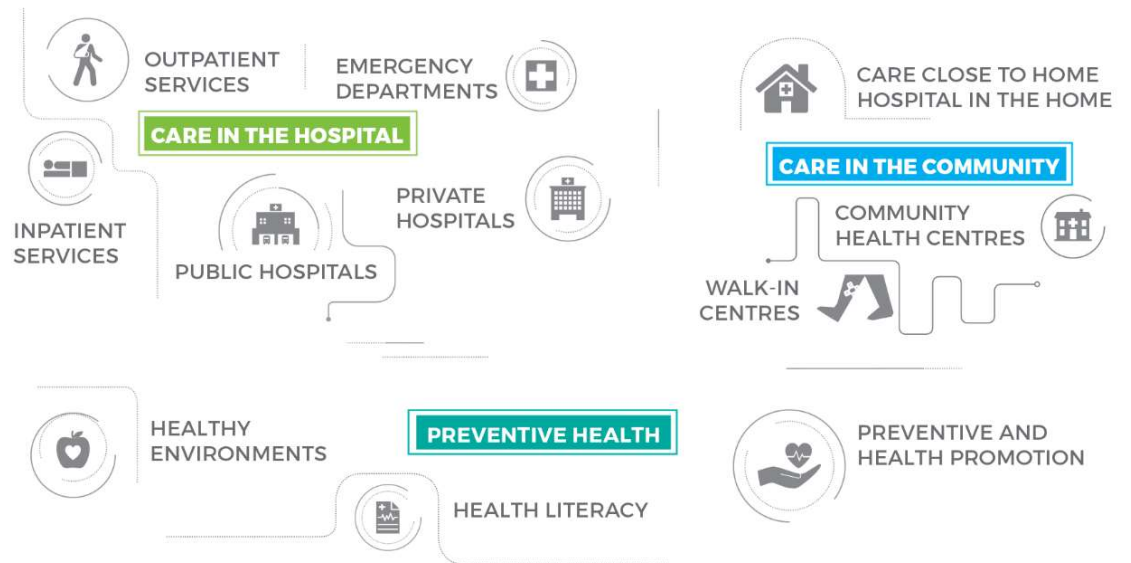
- CHS is focussed on clinical operations and operational delivery of quality health services for the ACT. The Canberra Hospital and the University of Canberra Hospital are operated by CHS.
- The ACT Health Directorate is focussed on delivering the strategy and policy agenda across the health system as 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.

Along with CHS, clinical activities in the ACT are also provided by other ACT Government funded providers including Calvary Public Hospital Bruce and non-government organisations.

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.



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:

 **92%**

of patients who responded provided positive feedback on their experience in the Canberra Health Services.

 **84%**

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 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 are key to this.

New Digital Health Record set to transform ACT public health services

The 2019-20 ACT Budget, released in June, delivered \$106 million over eight years to introduce a new Digital Health Record across the ACT public health system.

It is a major investment that will help position the ACT to take advantage of new technologies and advances in health care into the future. It follows the release of the ACT's [Digital Health Strategy](#) earlier this year, and a further \$41 million that was provided in the 2018-19 Budget to progress other exciting digital projects, such as the new [ACT Health mobile app](#).

Through the Digital Health Record, health care teams will be able to more readily access information, improving care and reducing errors. It will enable them to better focus on the person requiring care, rather than spending time searching for key health information.

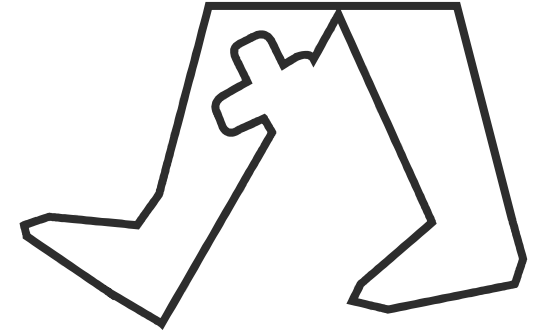
Patients will also be able to access their own information through a portal or mobile app to enable them to manage their interactions with the public health system. In the future this will mean that people may be able to talk to their healthcare team through virtual appointments, review or schedule appointments, access patient education and contribute information to their record.

More information is on the ACT Health website at: health.act.gov.au/digital/dhr



The Digital Health Record is an exciting initiative that patients and clinicians will start to see the benefits of over the next four years, with planning for the new record now underway and implementation expected to commence in 2022-23.

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.

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- ✦ Walk-in Centre presentations increased by 3.4% in Quarter 1, 2019-20 compared to Quarter 4, 2018-19.
 - ✦ 84.6% of presentations were fully treated at the Walk-in Centres.
-

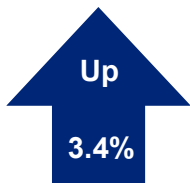
Walk-in Centres



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 four Nurse-led Walk-in Centres across the ACT: Belconnen, Gungahlin and Tuggeranong and the new Weston Creek Walk-in Centre was opened on 13 December 2019. A fifth Walk-in Centre in Dickson is scheduled to open in late 2020.



17,481



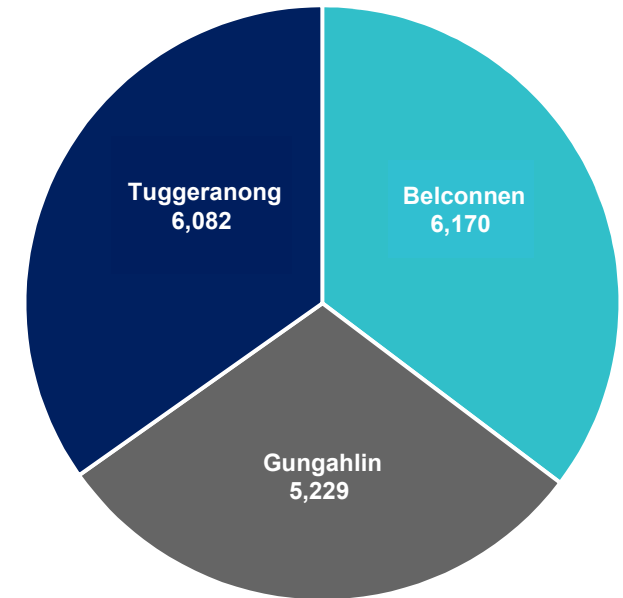
All presentations
(581 more than Quarter 4, 2018-19)



20 minutes







Median wait time to treatment
(6 minutes less than Quarter 4, 2018-19)















Walk-in Centre presentations by location

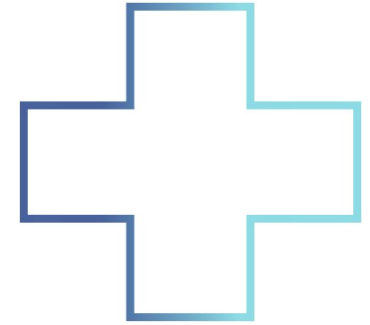
Walk-in Centre Activity

	Quarter 1, 2019-20	Quarter 4, 2018-19	Change from Quarter 4, 2018-19	Last 5 quarters
Walk-in Centre Activity				
Presentations				
Belconnen	6,170	6,044	2.1%	
Gungahlin	5,229	4,862	7.5%	
Tuggeranong	6,082	5,994	1.5%	
ACT Total	17,481	16,900	3.4%	

Walk-in Centre Performance

	Quarter 1, 2019-20	Quarter 4, 2018-19	Change from Quarter 4, 2018-19	Last 5 quarters
Walk-in Centre Performance				
Median wait time to treatment (minutes)				
Belconnen	16	24	-33.3%	
Gungahlin	13	16	-18.8%	
Tuggeranong	35	37	-5.4%	
ACT Total	20	26	-23.1%	
Fully treated in the Walk-in Centre				
Belconnen	87.3%	88.5%	-1.2%	
Gungahlin	84.1%	83.8%	0.3%	
Tuggeranong	82.3%	82.4%	-0.1%	
ACT Total	84.6%	85.0%	-0.4%	
Redirected to Emergency Department				
Belconnen	4.5%	4.1%	0.4%	
Gungahlin	5.7%	6.2%	-0.5%	
Tuggeranong	6.3%	6.3%	0%	
ACT Total	5.5%	5.5%	0%	

Emergency Department



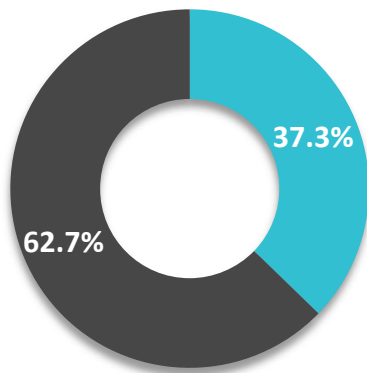
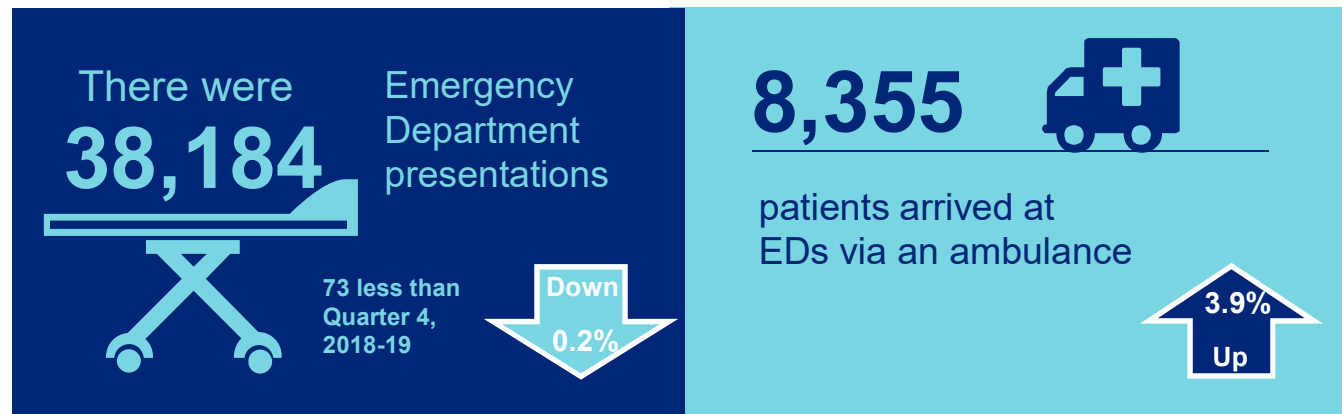
ACT public hospital emergency departments (EDs) are open to everyone, providing triage, assessment and treatment for patients suffering from a range of medical conditions as well as providing life-saving care for acutely unwell patients.

-
- ✚ There were 38,184 presentations to EDs in Quarter 1, 2019-20, 73 presentations less than Quarter 4, 2018-19.
 - ✚ 40% of patients received treatment within the clinically recommended time for their urgency (triage) category.
-



Emergency Departments

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 Hospital ■ Canberra Hospital












Canberra Hospital:	23,954
Calvary Public Hospital Bruce:	14,230










Emergency Department Activity – ACT Total

	Quarter 1, 2019-20	Quarter 4, 2018-19	Change from Quarter 4, 2018-19	Last 5 quarters
Total ED presentations	38,184	38,257	-0.2%	
Resuscitation, Triage Category 1	267	228	17.1%	
Emergency, Triage Category 2	4,509	4,263	5.8%	
Urgent, Triage Category 3	17,481	16,761	4.3%	
Semi-urgent, Triage Category 4	13,670	14,331	-4.6%	
Non-urgent, Triage Category 5	2,257	2,674	-15.6%	
Admissions to hospitals from EDs	12,456	11,880	4.8%	
Patients treated and discharged home	22,591	23,420	-3.5%	
Arrivals at ED by ambulance	8,355	8,045	3.9%	












Emergency Department Activity – Canberra Hospital

	Quarter 1, 2019-20	Quarter 4, 2018-19	Change from Quarter 4, 2018-19	Last 5 quarters
Total ED presentations	23,954	23,549	1.7%	
Resuscitation, Triage Category 1	196	172	14.0%	
Emergency, Triage Category 2	3,031	2,901	4.5%	
Urgent, Triage Category 3	10,129	9,343	8.4%	
Semi-urgent, Triage Category 4	8,949	9,251	-3.3%	
Non-urgent, Triage Category 5	1,649	1,882	-12.4%	
Admissions to hospitals from EDs	8,530	7,995	6.7%	
Patients treated and discharged home	14,057	14,289	-1.6%	
Arrivals at ED by ambulance	5,782	5,502	5.1%	












Emergency Department Activity – Calvary Public Hospital Bruce

	Quarter 1, 2019-20	Quarter 4, 2018-19	Change from Quarter 4, 2018-19	Last 5 quarters
Total ED presentations	14,230	14,708	-3.2%	
Resuscitation, Triage Category 1	71	56	26.8%	
Emergency, Triage Category 2	1,478	1,362	8.5%	
Urgent, Triage Category 3	7,352	7,418	-0.9%	
Semi-urgent, Triage Category 4	4,721	5,080	-7.1%	
Non-urgent, Triage Category 5	608	792	-23.2%	
Admissions to hospitals from EDs	3,926	3,885	1.1%	
Patients treated and discharged home	8,534	9,131	-6.5%	
Arrivals at ED by ambulance	2,573	2,543	1.2%	

Emergency Department Performance – ACT Total

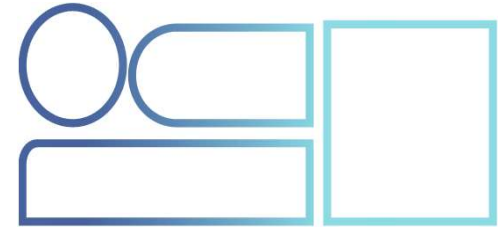
	Quarter 1, 2019-20	Quarter 4, 2018-19	Change from Quarter 4, 2018-19	Last 5 quarters
Patients starting treatment on time by triage category				
Resuscitation, Triage Category 1	99.6%	100%	-0.4%	
Emergency, Triage Category 2	72.8%	71.4%	1.4%	
Urgent, Triage Category 3	25.8%	28.1%	-2.3%	
Semi-urgent, Triage Category 4	40.6%	44.2%	-3.6%	
Non-urgent, Triage Category 5	78.9%	80.1%	-1.2%	
Patients leaving the ED within four hours of presentation	55.2%	57.3%	-2.1%	
Patients who did not wait to be seen	5.1%	4.9%	0.2%	
Median waiting time to treatment (minutes) in ED by triage category				
Resuscitation, Triage Category 1	0	0	0%	
Emergency, Triage Category 2	7	7	0%	
Urgent, Triage Category 3	71	64	10.9%	
Semi-urgent, Triage Category 4	77	70	10%	
Non-urgent, Triage Category 5	57	55	3.6%	

Emergency Department Performance – Canberra Hospital

	Quarter 1, 2019-20	Quarter 4, 2018-19	Change from Quarter 4, 2018-19	Last 5 quarters
Patients starting treatment on time by triage category				
Resuscitation, Triage Category 1	100%	100%	0%	
Emergency, Triage Category 2	71.2%	68.6%	2.6%	
Urgent, Triage Category 3	20.9%	22.5%	-1.6%	
Semi-urgent, Triage Category 4	38.7%	41.4%	-2.7%	
Non-urgent, Triage Category 5	78.5%	78.7%	-0.2%	
Patients leaving the ED within four hours of presentation	51.8%	53.3%	-1.5%	
Patients who did not wait to be seen	4.5%	4.3%	0.2%	
Median waiting time to treatment (minutes) in ED by triage category				
Resuscitation, Triage Category 1	0	0	0%	
Emergency, Triage Category 2	7	8	-12.5%	
Urgent, Triage Category 3	82	77	6.5%	
Semi-urgent, Triage Category 4	79	75	5.3%	
Non-urgent, Triage Category 5	60	61	-1.6%	

Emergency Department Performance – Calvary Public Hospital Bruce

	Quarter 1, 2019-20	Quarter 4, 2018-19	Change from Quarter 4, 2018-19	Last 5 quarters
Patients starting treatment on time by triage category				
Resuscitation, Triage Category 1	98.6%	100%	-1.4%	
Emergency, Triage Category 2	76.0%	77.4%	-1.4%	
Urgent, Triage Category 3	32.6%	35.1%	-2.5%	
Semi-urgent, Triage Category 4	44.5%	49.5%	-5.0%	
Non-urgent, Triage Category 5	80.0%	83.5%	-3.5%	
Patients leaving the ED within four hours of presentation	61.0%	63.7%	-2.7%	
Patients who did not wait to be seen	6.0%	5.9%	0.1%	
Median waiting time to treatment (minutes) in ED by triage category				
Resuscitation, Triage Category 1	0	0	0%	
Emergency, Triage Category 2	6	6	0%	
Urgent, Triage Category 3	56	50	12.0%	
Semi-urgent, Triage Category 4	71	61	16.4%	
Non-urgent, Triage Category 5	50	43	16.3%	



Admitted Patient Care

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. This does not include emergency department patients, outpatients or other non-admitted patients treated on the hospital site.

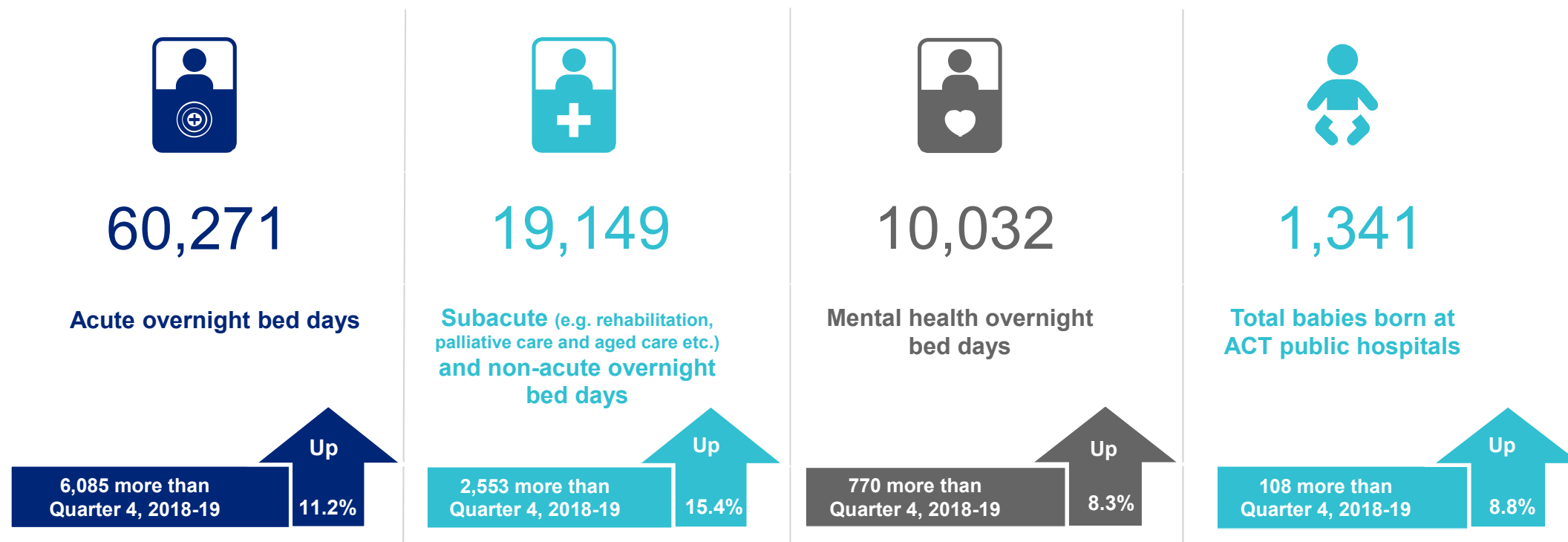
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- ✦ Hospitalisations have increased by 4.4% in Quarter 1, 2019-20 compared to Quarter 4, 2018-19.
 - ✦ 104,765 bed days of patient care were provided.
 - ✦ Overnight patients stayed in hospital for an average of 5.9 days.
-

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.











The length of stay in hospital 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 Patient Care Activity – ACT Total

	Quarter 1, 2019-20	Quarter 4, 2018-19	Change from Quarter 4, 2018-19	Last 5 quarters
Total admitted patient episodes of care at ACT public hospitals	30,428	29,147	4.4%	
Same-day episodes (including day surgeries)	15,313	14,806	3.4%	
Overnight episodes	15,115	14,341	5.4%	
Total bed days of care at ACT public hospitals	104,765	94,850	10.5%	
Total overnight bed days of care	89,452	80,044	11.8%	
Acute overnight bed days of care	60,271	54,186	11.2%	
Subacute and non-acute overnight bed days of care	19,149	16,596	15.4%	
Mental health overnight bed days of care	10,032	9,262	8.3%	
Total babies born at ACT public hospitals	1,341	1,233	8.8%	
Number of caesarean section procedures	402	392	2.6%	







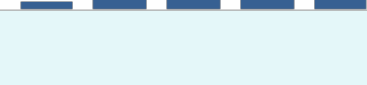

Admitted Patient Care Activity – Canberra Hospital

	Quarter 1, 2019-20	Quarter 4, 2018-19	Change from Quarter 4, 2018-19	Last 5 quarters
Total admitted patient episodes of care at ACT public hospitals	22,160	21,132	4.9%	
Same-day episodes (including day surgeries)	11,210	10,782	4.0%	
Overnight episodes	10,950	10,350	5.8%	
Total bed days of care at ACT public hospitals	70,950	65,393	8.5%	
Total overnight bed days of care	59,740	54,611	9.4%	
Acute overnight bed days of care	46,323	41,662	11.2%	
Subacute and non-acute overnight bed days of care	8,513	8,407	1.3%	
Mental health overnight bed days of care	4,904	4,542	8.0%	
Total babies born at ACT public hospitals	941	819	14.9%	
Number of caesarean section procedures	271	243	11.5%	





Admitted Patient Care Activity – Calvary Public Hospital Bruce

	Quarter 1, 2019-20	Quarter 4, 2018-19	Change from Quarter 4, 2018-19	Last 5 quarters
Total admitted patient episodes of care at ACT public hospitals	7,684	7,550	1.8%	
Same-day episodes (including day surgeries)	3,869	3,816	1.4%	
Overnight episodes	3,815	3,734	2.2%	
Total bed days of care at ACT public hospitals	23,906	22,043	8.5%	
Total overnight bed days of care	20,037	18,227	9.9%	
Acute overnight bed days of care	13,927	12,508	11.3%	
Subacute and non-acute overnight bed days of care	3,329	2,665	24.9%	
Mental health overnight bed days of care	2,781	3,054	-8.9%	
Total babies born at ACT public hospitals	400	414	-3.4%	
Number of caesarean section procedures	131	149	-12.1%	





Admitted Patient Care Activity – University of Canberra Hospital

	Quarter 1, 2019-20	Quarter 4, 2018-19	Change from Quarter 4, 2018-19	Last 5 quarters
Total admitted patient episodes of care at ACT public hospitals	584	465	25.6%	
Same-day episodes (including day surgeries)	234	208	12.5%	
Overnight episodes	350	257	36.2%	
Total bed days of care at ACT public hospitals	9,909	7,414	33.7%	
Total overnight bed days of care	9,675	7,206	34.3%	
Acute overnight bed days of care	21	16	31.3%	
Subacute and non-acute overnight bed days of care	7,307	5,524	32.3%	
Mental health overnight bed days of care	2,347	1,666	40.9%	
Total babies born at ACT public hospitals	-	-	-	
Number of caesarean section procedures	-	-	-	





Admitted Patient Care Performance – ACT Total

	Quarter 1, 2019-20	Quarter 4, 2018-19	Change from Quarter 4, 2018-19	Last 5 Quarters
Total average length of stay (ALOS) for overnight patients at ACT public hospitals by care type (in days)	5.9	5.6	5.5%	
Acute ALOS	4.5	4.3	4.7%	
Subacute and non-acute ALOS	16.3	14.3	14.0%	
Mental health ALOS	16.8	16.9	-0.6%	





Admitted Patient Care Performance – Canberra Hospital

	Quarter 1, 2019-20	Quarter 4, 2018-19	Change from Quarter 4, 2018-19	Last 5 Quarters
Total average length of stay (ALOS) for overnight patients at ACT public hospitals by care type (in days)	5.5	5.3	3.8%	
Acute ALOS	4.7	4.5	4.4%	
Subacute and non-acute ALOS	13	11.7	11.1%	
Mental health ALOS	11.3	10.9	3.7%	

Admitted Patient Care Performance – Calvary Public Hospital Bruce

	Quarter 1, 2019-20	Quarter 4, 2018-19	Change from Quarter 4, 2018-19	Last 5 Quarters
Total average length of stay (ALOS) for overnight patients at ACT public hospitals by care type (in days)	5.3	4.9	8.2%	
Acute ALOS	4.0	3.7	8.1%	
Subacute and non-acute ALOS	17.4	13.5	28.9%	
Mental health ALOS	19.7	25.7	-23.3%	

Admitted Patient Care Performance – University of Canberra Hospital

	Quarter 1, 2019-20	Quarter 4, 2018-19	Change from Quarter 4, 2018-19	Last 5 Quarters
Total average length of stay (ALOS) for overnight patients at ACT public hospitals by care type (in days)	27.6	28	-1.4%	
Acute ALOS	5.3	8	-33.8%	
Subacute and non-acute ALOS	22.6	22.9	-1.3%	
Mental health ALOS	106.7	119	-10.3%	

Note: University of Canberra Hospital (UCH) opened in July 2018.



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 1, 2019-20, there were 3,840 surgeries performed an increase of 3.2% from Quarter 4, 2018-19.
- ✦ In 2018-19, we delivered a record number 14,015 elective surgeries. Quarter 1, 2019-20 performance shows we are on track to meet our elective surgery targets for the financial year.

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

3,840



118 more than
Quarter 4, 2018-19



Additions to the elective surgery waiting list

4,452



364 more than
Quarter 4, 2018-19








The number of overdue patients waiting for their elective surgery

594








41 fewer than
Quarter 4, 2018-19

Elective Surgery Activity – ACT Total

	Quarter 1, 2019-20	Quarter 4, 2018-19	Change from Quarter 4, 2018-19	Last 5 Quarters
Total number of elective surgery procedures	3,840	3,722	3.2%	
Urgent, Category 1 (within 30 days)	1,228	1,082	13.5%	
Semi-urgent, Category 2 (within 90 days)	1,431	1,315	8.8%	
Non-urgent, Category 3 (within 365 days)	1,181	1,325	-10.9%	
Number of patients removed from the elective surgery waiting list for reasons other than surgery ^(a)	700	601	16.5%	

(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 1, 2019-20	Quarter 4, 2018-19	Change from Quarter 4, 2018-19	Last 5 Quarters
Total number of elective surgery procedures ^(b)	2,173	2,068	5.1%	
Urgent, Category 1 (within 30 days)	840	763	10.1%	
Semi-urgent, Category 2 (within 90 days)	841	770	9.2%	
Non-urgent, Category 3 (within 365 days)	492	535	-8.0%	
Number of patients removed from the elective surgery waiting list for reasons other than surgery ^(a)	366	351	4.3%	

(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.

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

Elective Surgery Activity – Calvary Public Hospital Bruce

	Quarter 1, 2019-20	Quarter 4, 2018-19	Change from Quarter 4, 2018-19	Last 5 Quarters
Total number of elective surgery procedures	1,667	1,654	0.8%	
Urgent, Category 1 (within 30 days)	388	319	21.6%	
Semi-urgent, Category 2 (within 90 days)	590	545	8.3%	
Non-urgent, Category 3 (within 365 days)	689	790	-12.8%	
Number of patients removed from the elective surgery waiting list for reasons other than surgery ^(a)	334	250	33.6%	

(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 1, 2019-20	Quarter 4, 2018-19	Change from Quarter 4, 2018-19	Last 5 Quarters
Additions to the elective surgery waiting list	4,452	4,088	8.9%	
Patients waiting for their elective surgery	5,073	5,036	0.7%	
The number of overdue patients waiting for their elective surgery	594	635	-6.5%	
Percentage of elective surgery procedures performed within clinically recommended timeframes				
Urgent, Category 1	96.6%	97.3%	-0.7%	
Semi-urgent, Category 2	70.8%	70.9%	0.1%	
Non-urgent, Category 3	75.8%	75.1%	0.7%	
Median wait times to surgery (days)				
Urgent, Category 1	18	17	5.9%	
Semi-urgent, Category 2	62	61	1.6%	
Non-urgent, Category 3	205	224	-8.5%	

Note: Canberra Health Services now manage elective surgery waiting lists from a territory perspective. No further breakdown by hospital will be provided.



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 Calvary Public Hospital Bruce and Canberra Hospital.
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Quality and Safety

	Quarter 1, 2019-20	2019-20 Target	Change from Quarter 4, 2018-19	Change from Quarter 1, 2018-19
Percentage of patients readmitted to hospital within 28 days due to complications associated with their condition				
Canberra Health Services	1.5%	<2%	0.1%	0.1%
Calvary Public Hospital Bruce	0.8%	<1%	-0.1%	-0.2%
Percentage of people who undergo a surgical procedure requiring an unplanned return to the operating theatre due to complications				
Canberra Health Services	0.4%	<1%	-0.2%	-0.4%
Calvary Public Hospital Bruce	0.3%	<0.5%	0%	-0.2%
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)		
Canberra Health Services	0.3	<2	-0.6	-0.4
Calvary Public Hospital Bruce	1.2	<2	1.2	1.2
Estimated Hand Hygiene Rate				
		2019-20 Target	July 2019	October 2019
Canberra Health Services ^(a)		80%	-	82.4%
Calvary Public Hospital Bruce ^(b)		80%	81.4%	-

(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.

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/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>.